

THE PROTECTION OF PERSONAL INFORMATION ACT

CUSTOMER PRIVACY NOTICE



This Privacy Policy applies to
CEREFKO (PTY) LTD

Registration number:
1983/003387/07

In our mandate to create value for our stakeholders we may, in certain instances, be required to process personal information. This notice explicates how we obtain, use, and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At **Cerefco (Pty) Ltd.** we are committed to protecting your privacy and we strive to ensure that your personal information is collected and used appropriately, lawfully, and transparently. This notice declares our commitment to compliance with the POPI Act and it is our obligation to ensure that the processing of your personal information will only be done within the parameters of the law.

This privacy notice needs to be read together with the PAIA manual which can be accessed via <http://www.cerefco.co.za> as well as the POPI Act and its regulations, where applicable.

ABOUT THE COMPANY

Cerefco (Pty) Ltd.
26 Balfour Avenue, Benoni, South Africa

Cerefco was established in 1982, to service the foundry, metallurgical, and industrial sectors of the Southern African Market. Cerefco (Pty) Ltd, as the official representative of Inductotherm Corp. USA, maintains a large inventory of Inductotherm spares and we service and supply parts to our existing user base of over 150 Inductotherm furnaces, with services and technical support available on a 24/7 basis. Our clients in Southern Africa use the whole range of Inductotherm equipment from 20kW up to 12,000kW, the first Inductotherm unit being sold in South Africa in 1960.

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CONTACT DETAILS – INFORMATION OFFICER

The responsibility for the administration of, and compliance with the Acts, has been delegated to the General Manager of Cerefco (Pty) Ltd. Requests pursuant to the provisions of the Acts should be directed as follows:

Information Officer:	Mr. Scott Melville
Postal address:	P O Box 1743, Benoni, 1500, Gauteng
Street address:	26 Balfour Avenue, Benoni, 1501, Gauteng
Business phone:	+27 (0)11 845 3253
Business fax:	+27 (0)11 422 6650
E-mail address:	scott@cerefco.co.za

THE INFORMATION WE COLLECT

The purpose of this notice is to give effect to the POPI Act and to provide clarity on:

- The personal information collection and the basis thereof.
- The manner in which the personal information is used and protected.
- How long the personal information will be retained.
- Your rights as the data subject regarding your personal information.
- The procedural steps to be followed if you deny the processing of your personal information.

According to the POPI Act “**personal information**” is defined as the information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

In the ordinary course of our operations, we may collect and process your personal information from:

<u>Customers</u>	<u>Employees</u>	<u>Suppliers</u>
Names Cell phone Numbers Email Addresses This information is collected for the purposes of fulfilling service delivery, quotations as well as invoicing.	Name Cell phone Numbers Trade Union Membership Contract Data Payment Data This information is collected for the purposes of establishing employment contracts, skills development as well as payroll.	VAT Number* Contract Data* Payment Data* Product Categories* Terms of Delivery & Service* This information is collected for the purposes of facilitating transactions and invoicing with our suppliers of inventory.

The information we use is collected directly from where you provide us with your personal details. Where applicable, we will inform you of what information you are required to provide to us and what information is optional.

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Cerefc (Pty) Ltd. will only keep the Personal Information of a Data subject for the period required by law and where it needs to do so in connection with legal action or an investigation in which it is involved. Otherwise, Cerefc (Pty) Ltd. will only keep Personal information of a Data subject until its purpose has been fulfilled and then the information will be removed.

HOW WE USE YOUR INFORMATION

We will use your personal information only for the purposes for which it was collected and to which the data subject has provided consent. In addition, where necessary your information may be retained for legal or research purposes.

In general, personal information is processed by Cerefc (Pty) Ltd. for business administration purposes and in the ordinary course of operation, which would include:

- Provision of our goods and services
- Keep our data subject records up to date
- Manage employees in general
- Manage supplier contracts in general
- Manage customers in general
- Manage customer credit in general
- Enforce debts
- Market goods and services to prospects
- Covid traceability process
- Process customer requests or complaints
- Process personal information of employees for forensic purposes

The data subject may withdraw consent to usage of your personal information. If a Data subject objects to the processing of their Personal information, or if they have provided their consent to processing and then later on choose to withdraw it, Cerefc (Pty) Ltd. will comply with the request in accordance with its legal obligations. Business Name's legal obligations in respect of the information to which consent has been withdrawn shall therefore cease to exist. When we delete data, we follow a deletion process to make sure that your data is safely and completely removed from our servers.

THE DISCLOSURE OF PERSONAL INFORMATION

The categories of recipients to whom the Company may supply the data subject's personal information will depend on the nature of the information. In general, such categories of recipients would include:

- Auditors (BDO Auditors)
- Liberty Provident Fund
- Outsourced IT consultants
- Outsourced Payroll

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Cerefco (Pty) Ltd. may be required to provide personal information in the above-mentioned instances where necessary to avoid prejudice to the maintenance of the law or in matters that pertain to the interests of national security. There are contractual agreements in place to govern third party usage and to ensure the protection of your personal information.

INFORMATION SECURITY

Cerefco (Pty) Ltd. is legally obligated to provide adequate protection for the personal information we hold and to prevent unauthorized access and use of personal information. We continue to review the collection of information, storage of information, as well as processing systems, including physical security measures, to prevent unauthorized access to your personal information.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

When a third party receives the data subject's personal information. The identity of the third party and how they intend to utilize personal information will be disclosed. You will be informed of the type of information supplied to third-party users. Before personal information is shared with third parties, consent will be requested.

Third party usage is governed by strong contractual confidentiality obligations. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obligated to by law.

If you would like to know more about our security policies and procedures, please contact our Information Officer using the contact details provided above. Our Information Officer will gladly provide more information pursuant to our security privacy framework.

YOUR RIGHTS: ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

Right to Access

The data subject has the right to access the personal information we hold about them.

Please note that any such access request may be subject to a payment of a legally allowable fee. The prescribed fee may be found within the Promotion of Access to Information Act manual which is available to you for access.

Right to Amendment

The data subject has the right to ask us to update, correct or delete their personal information. The data subject may also withdraw consent to the processing of their personal information (where processing is based on consent).

Additional information pertaining to the right to access personal information and the procedures which need to be followed in order to obtain access are contained within the PAIA manual. Additionally, the data subject is within their rights to make any amendments to their own personal information.

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HOW TO CONTACT US

If you have any queries regarding this Privacy Notice or if a Data subject would like to exercise their preferences or rights to access or correct your personal information, including contacting the Information officer, please use the following contact information:

Tel: +27 (0)11 845-3253

E-mail: info@cerefco.co.za