

Privacy Notice

In light of the new privacy law of South Africa, the Protection of Personal Information Act, No. 4 of 2013 (POPIA), which came into effect on 1 July 2021, we assure you that we respect your privacy and your personal information. We will take all reasonable measures to protect the personal information of our clients and suppliers, as required by POPIA.

The purpose of POPIA is to protect your right to privacy and to regulate how personal information is processed, based on the conditions of POPIA and compliance thereto. You are welcome to request our [Privacy Policy](#), in compliance with POPIA, from **our information officer, Hugo Schreuder** - hugo@endecon.co.za, should you require additional information concerning the processing of your personal information by our business.

The "processing" of information is defined in section 1 of POPIA as:

"any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:

- a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- b) Dissemination by means of transmission, distribution or making available in any other form; or
- c) Merging, linking, as well as blocking, degradation, erasure or destruction of information."

Personal information refers to any information that identifies you or specifically relates to you. We will only process your personal information for lawful purposes if the following legal grounds in terms of POPIA for information processing apply:

- You have consented to it;
- The processing is necessary to carry out actions for the conclusion or performance of a contract we have with you;
- The processing complies with an obligation imposed by law on the business;
- The processing protects a legitimate interest of you;
- The processing is necessary for the proper performance of a public law duty by the business;
- The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

The extent to which we collect your personal information and the purpose for which we process your personal information is to ensure service delivery as required in terms of our agreement entered into with you, as our client or supplier. Your personal information will only be processed for the purposes as agreed to by you.

Some of the reasons for us having to process your personal information include:

- To provide or manage any information and/or services requested by you.
- To determine your needs and preferences in terms of the services we provide.
- To help us identify you when you contact us, thereby making sure that we do not share your personal information with someone other than yourself.
- For general administration purposes.
- For purposes necessary for the performance of our professional services contract with our clients/suppliers and to comply with our legal obligations. This may include processing personal data of an employee, subcontractor, supplier or customer of our clients/suppliers or an associate of our clients/suppliers.
- Communicate requested information / request requested information to and/or from the operator/third party, depending on the services requested by you.
- To verify your personal information

The manner in which we collect your personal information will be telephonically, personally or electronically and by you having a business relationship with us.

DIRECTORS: W.J. STRYDOM Pr. Eng; P.J. COERTZE Pr. Eng; J.L. VENTER Pr. Eng; I.N. NIEUWOUDT Pr. Eng; L. MUKWEVHO Pr. Tech;

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ASSOCIATES: P. BOUWER Pr. Eng; W. J. STRYDOM (Jnr) Pr. Eng

OFFICES: MBOMBELA, CENTURION, POLOKWANE, RICHARDS BAY, UMHLANGA, RUSTENBURG, PORT ELIZABETH, CAPE TOWN



ISO 9001:2015 Certified

In addition, we may be required to share your personal information with third parties, including but not limited to our suppliers, service providers or sub-contractors to ensure service delivery. We have entered into data processing agreements with all relevant third parties with whom information is shared, by which they are legally bound to process your personal information as required by POPIA, to keep your personal information secure and confidential, and to exclusively use it for purposes which they have been contracted for. Should we consider or require to process your information for any other reason than the reason the information was collected for, or share the information with any other third party with whom we do not have a data processing agreement, we will inform you and/or obtain your additional and express consent prior to further processing or sharing your personal information, depending on the legal ground applicable for processing your personal information.

POPIA empowers you to request that we correct or delete your personal information that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, or unlawfully obtained. We request that, should any personal information provided to us have changed since providing said information, you inform us to enable us to amend such information and ensure the quality and accuracy of your personal information processed by us.

You may withdraw your consent to have your personal information processed at any time, provided that the lawfulness of the processing of your personal information before withdrawal will not be affected. It is important to note that should you choose to withdraw your consent for us to process certain personal information needed for the purposes of service delivery in terms of our agreement with you, we may no longer be able to render such services, which could lead to termination of our services.

Should you wish to no longer receive any communications from us outside the scope of our service delivery, such as marketing content, please send such request to our information officer. If you wish to continue receiving our communications, no further action is required.

Should there be any change to our privacy policy, we will provide you with a notification thereof via email. Should you wish to contact us, make a request, or lodge a complaint with regards to your personal information, please send an email to our **information officer**. When contacting us, please provide your name and other identifying information that you know we have in connection with you, as well as a means through which we may reply to you (preferably an email address), as to efficiently respond to your communication.

We undertake to promptly notify you if we become aware of any unauthorized use, disclosure or processing of your personal information.

You have the right to lodge a complaint with the South African Information Regulator, at the following contact details:

The Information Regulator (South Africa), 33 Hoofd Street, Forum III, 3rd Floor Braampark
P.O Box 31533, Braamfontein, Johannesburg, 2017
Complaints email: complaints.IR@justice.gov.za

In terms of the POPIA and other relevant acts, the information in or attached to this email message is confidential and may be subject to legal privilege and confidentiality. Access to this e-mail and any attachments hereto by anyone other than the intended recipient is unauthorised.