

## Bambisana Holdings (Pty) Ltd Privacy Notice

### **Introduction:**

Bambisana Holdings (Pty) Ltd knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly.

This notice describes the types of personal information that we may process about you, the purposes for which we use the personal information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy.

By engaging with us, you are accepting and consenting to the practices described in this privacy notice.

### **Who we are:**

Bambisana Holdings (Pty) Ltd. is a proudly South African group whose footprint extends across Sub-Saharan Africa.

Our group focus is on the developing, manufacturing, importing and distribution of:

- Plastic injection moulding.
- Commercial and household lighting products.
- Commercial and household gardening products.
- Commercial and household plastic products.
- Household electrical appliances.

### **The type of personal information we collect:**

The personal information we may collect depends on our relationship with you.

We currently collect and process the following information:

- Clients' banking details
- Clients' BEE status
- Contact details
- Employees' banking details
- Suppliers' VAT number
- Suppliers' registration number
- Suppliers' delivery address
- Date of birth, age, gender, race, nationality and title
- Identity number, passport number and photograph
- Such other personal information as is reasonably required by us to engage with you and/or provide services to you.

## How we get the personal information and what we use it for:

Why and how we use your information depends on our relationship with you.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Deliveries
- Paying of salaries
- Placing orders
- Invoicing
- Quotations
- Contacting of clients/supplier
- Paying of invoices of supplier
- To carry out actions for the conclusion or performance of a contract to which you are a party

We may share this information with:

- Courier companies
- With third parties where disclosure is required by law or otherwise required for us to perform our obligations and provide our services

## When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
  - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
  - The processing complies with an **obligation** imposed by law on the business;
  - The processing protects a **legitimate** interest of the data subject;
  - The processing is necessary for the proper performance of a **public law** duty by the business;
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

## How we store your personal information:

We may hold your personal information in electronic or in hard copy form. We may keep this information at our own premises, or at sites managed by our services providers.

We are committed to keeping your personal information safe.

We use a range of physical, electronic, and procedural safeguards to do this. We update these safeguards from time to time in order to address new and emerging security threats. We also train our people on privacy matters as

appropriate and seek to limit access to personal information to those of our people who need to know that information.

We implement appropriate security measures to protect your personal information that is in our possession against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, in accordance with applicable law.

Where there are reasonable grounds to believe that your personal information that is in our possession has been accessed or acquired by any unauthorised person, we will notify the relevant regulator and you, unless a public body responsible for detection, prevention or investigation of offences or the relevant regulator informs us that notifying you will impede a criminal investigation.

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service) or to comply with applicable legal, tax or accounting requirements.

We shall only retain and store your personal information for the period for which the information is required to serve the purpose for its collection, or a legitimate interest or the period required to comply with applicable legal requirements, whichever is longer.

### **Your data protection rights:**

- You are entitled to access your personal data by sending a written request to Chris Steenkamp at [chris.steenkamp@bambisana.com](mailto:chris.steenkamp@bambisana.com). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request Bambisana Holdings (Pty) Ltd to correct or supplement any of your personal data which Bambisana Holdings (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Chris Steenkamp will consider your request in light of any other laws or regulations prohibiting Bambisana Holdings (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact Chris Steenkamp at [chris.steenkamp@bambisana.com](mailto:chris.steenkamp@bambisana.com) if you wish to make a request.

### **Contact details:**

Name: Chris Steenkamp

Address: 9 Davies Street, Chambor, Mogale City

Phone Number: 011 762 1221

E-mail: [chris.steenkamp@bambisana.com](mailto:chris.steenkamp@bambisana.com)

### **How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [chris.steenkamp@bambisana.co.za](mailto:chris.steenkamp@bambisana.co.za)

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

**Their contact details are as follows:**

**The Information Regulator (South Africa)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints email:** [POPIAcomplaints.IR@justice.gov.za](mailto:POPIAcomplaints.IR@justice.gov.za)