

THE PROTECTION OF PERSONAL INFORMATION NOTICE – PRIVACY POLICY

This Notice explains how we obtain, use, and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”). The Protection of Personal Information Act 4 of 2013 (POPIA) is the comprehensive data protection legislation enacted in South Africa. POPIA aims to give effect to the constitutional right to privacy, whilst balancing this against competing rights and interests, particularly the right of access to information. This policy governs the data collection, storage, and usage of your personal information. Métier Mixed Concrete (Pty) Ltd is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

About the Company

Métier is a ready-mix concrete supplier that manufactures and delivers concrete required for residential, commercial, and industrial projects / buildings. We operate across KZN, Gauteng and Western Cape regions, respectively.

Definition of personal information

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Métier also includes the following items as personal information:

- All addresses including residential, postal and email addresses;
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the state department.

The information we collect

Customers / Suppliers

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, supplying, and delivering services accordingly. For this purpose, we will collect information such as your name, surname, home/work address, contact details, financial information, and company information (where applicable). This is to process any contractual obligations that form part of the services we render.

We collect information directly from you for the services you require from us. Where possible, we will inform you what information you are required to provide to us and what information is optional. Our third party software stores information locally on Métier servers, all of which are password and firewall protected.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information. No information is stored on our website. Métier is not responsible for the privacy statements or other content on websites outside of Métier’s website and partner websites.

Employees

Personal information of employees is required and collected for the purposes of recruitment and employment. This information is stored locally on Métier premises and servers with payroll information being stored on an external server hosted within South Africa. All servers are password and firewall protected. We collect information directly from you where you provide us with your personal details.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. Where the purpose changes, consent will be requested and required. In addition, and where necessary your information may be referred/used for legal purposes. Your information may be accessed and used in the following way:

- Gathering contact information;
- Confirming and verifying your identify for security purposes;
- Conducting credit references and/or credit verifications;
- Detecting and preventing fraud, crime, money laundering or other malpractice;
- Conducting market or customer satisfaction research or for statistical analysis;
- Auditing and record keeping purposes;
- Legal proceedings;
- Debt tracing or debt recovery;
- Providing our services to you, to carry out the services you requested and to maintain and constantly improve our relationship with you;
- Providing you with communications in respect of product and/or related matters that may affect you;
- In connection with and to comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us or when it is otherwise allowed and/or dictated by law;

Disclosure of Information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We may also share your personal information with and obtain information about you from third parties for the purposes listed in the section above. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of applicable legislation, law or industry codes;
- Where we believe it is necessary to protect our rights.

Safeguarding your information

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

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.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;

- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents

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 obliged to.

Your Rights to Access and Correction of your personal information

You have the right to request a copy of the personal information we hold about you. You have the right to ask us to update, correct or delete your personal information subject to our internal processes and in line with legal parameters. To do this, simply contact us and specify what information you require. Subject to our verification processes, we will require a copy of your ID document to confirm your identity before providing details of your personal information.

How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us as follows:

Information Officer: Kenneth Capes Deputy Information Officer: Ceri Rayne

23 Malone Road, 3 Romead Business Park, Maxmead, Pinetown, 3610, KZN

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Please note that any such access request may be subject to a payment of a legally allowable fee.

Changes to this Notice

Please note that we may amend this Notice from time to time. Please check our website periodically to inform yourself of any changes.