

RFP Distributors (Pty) Ltd

THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY POLICY

Updated 1 July 2021

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").

About the Company

RFP Distributors (Pty) Ltd is a Distributor based in Northriding, specializing in the distribution of FMCG products to the Forecourt and General Trade.

The information we collect

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, and delivering services accordingly.

For this purpose we will collect contact details including your name and that of your organisation.

We collect information directly from you where you provide us with your personal details.

Where possible, we will make clear which information you are required to provide to us and what information is optional.

Website usage information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To create and maintain your account with RFP Distributors;
- To gather contact information, such as names, contact numbers, email addresses, physical and business addresses in order to fulfil your orders or request for services from RFP Distributors;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes such as Personal Identity Numbers, Identity Documents, CIPC Registration Numbers, Company Information;
- To conduct auditing and monitoring of transactions and engagements;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings and to fulfil our legal functions and obligations;
- Purchase history information for product purchased from or returned to RFP Distributors.

RFP Distributors (Pty) Ltd

Disclosure and Sharing of information

We shall not share, distribute, sell or rent out any personal information to other parties, except where necessary as stated below;

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights;
- Where required by law and where necessary for the protection of our Company rights, properties and safety. This could include;
 - Addressing crimes committed on RFP Distributors (Pty) Ltd;
 - Identifying and addressing fraud and or financial risk;
 - Providing personal information and camera footage to law enforcement at their written request;
 - Responding to a valid legal requirement or search warrant;
 - Responding to an investigation body in the case of a breach of an agreement or violation of law;
- Where the Company has been sold, merged or reorganized. We will use all reasonable measures to ensure that any successor treats your personal information in accordance with this policy;
- Where the Company is to provide information to Suppliers of sales transactions for the relevant brands listed under the Supplier. This information could include;
 - Customer name, invoice numbers, product sold.

Information Security

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.

All personal information will be restricted only to those employees who need such information to perform a specific role and or job and to provide you with the services required.

All staff are kept up to date with our Privacy Policy amendments and are obligated to adhere to all policies and take absolute care to protect your personal information.

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.

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.

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.

Whilst we will endeavour to do all things reasonably necessary to comply with the POPI Act, and our Privacy Policy in order to protect your personal information, we cannot guarantee nor do we accept any liability of whatsoever nature for any unauthorized or unlawful disclosure and or use of your personal information, either by employees and or made by any third parties who are not subject to our control, unless such disclosure/s and or use is as a result of our gross negligence.

RFP Distributors (Pty) Ltd

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided below and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Access to information will only be allowed should we be able to positively identify you as the authorized owner of such information.

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

Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate and updated when and where necessary.

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, COR Concepts 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.

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 at the numbers/addresses listed below:

Information Officer: Roxanne Gurtz
Email: roxanne@rfpd.co.za
Contact Number/s: 010 600 2233 / 072 034 0411
Address: Unit 52, Northlands Retail Park Phase 3 Epsom Ave, Hoogland Ext 57, Northriding