

THE PROTECTION OF PERSONAL INFORMATION ACT

WEBSITE PRIVACY NOTICE

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”).

At ICA Group we are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully and transparently. Before supplying your personal information on our website, please ensure that you read, understand and agree with our privacy notice.

Collection of Information

We collect and process your personal information on our website mainly to contact you for the purposes of; understanding your requirements, delivering our products/services and to contact you for reasons related to the reason that you submitted your personal information to us.

This information is provided to us by your completion of the contact form. Where necessary, we will inform you what information you are required to provide to us and what information is optional (e.g. should you decide to place an order with us).

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed upon by you. In addition, where necessary, your information may be retained and further processed for purposes regarding legal compliance and, if applicable, civil proceedings, as well as for purposes of the company complying with the reason relevant to you providing the information to us.

For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- To provide you with the company’s products and services;
- To provide you with quotes/more information on the company’s products and services;
- For financial, audit and record keeping purposes; and/or
- In connection with legal proceedings where necessary.

Disclosure of information

We may disclose your personal information to our service providers, who are involved in the delivery of product/services to you, if applicable, for the reason that you supplied your information to us, and to comply with our legal obligations as well as obligations made by government bodies relevant to us. All our operations are bound by agreements, requiring them to ensure that the regulations, as set out in POPIA, are met.

Where necessary we may transfer your information internationally; this will only be done in instances where you are an international customer or need our products/services to be delivered internationally.

We may also disclose your information:

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

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.

When we contract 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.

Your Rights: Access to information

You have the right to request a copy of the personal information we have on our records. To do this, simply contact us via the email addresses 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.

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 have on our records. We would appreciate it if you would keep your personal information accurate and up to date.

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.

IMPORTANT: POPIA changes **do not affect any terms and conditions of your current services or products.** Should any further personal information be required from you, that is not in line with the purpose of originally collecting your information (which serves the purpose of delivering a product/service to you or providing you with information on the products/services of the Company), you will be required to provide consent for such additional collection and processing. The purpose of such collection, whether the supply is mandatory or voluntary, and the consequences of refusing/withdrawing consent, will be communicated to you.

Please email us on accounts@icaonline.co.za if you have any queries about POPIA or the treatment of your personal information.

Kind regards,

ICA Group