

SOUTH AFRICAN PRINT GROUP (PTY) LTD

PRIVACY POLICY

APPROVED BY:



Cam van Zyl
General Manager

ENDORSED BY:



Tarien Geustyn
Director

1. Definitions

The definition of Personal Information as set out in the POPI Act is as follows:

“personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- a. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- b. information relating to the education or the medical, financial, criminal or employment history of the person;
- c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- d. the biometric information of the person;
- e. the personal opinions, views or preferences of the person;
- f. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- g. the views or opinions of another individual about the person; and
- h. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

2. Introduction

Privacy of Personal Information is very Important to South African Print Group. This privacy policy applicable to all South African Print Group stakeholders, including but not limited to subsidiaries, customers, prospective customers, employees, prospective employees, suppliers, contractors, agents and representatives. This Privacy Policy sets out the practices applicable to the protection of Personal Information on all South African Print Group websites and all other platforms that obtain Personal Information. This Privacy Policy applies to all our products and services which are used on any platform, including but not limited to websites, mobile sites, social media platforms, e-mails, telephonic conversations, personal interactions, or any other service that is used to access any South African Print Group product or service.

This Privacy Policy must also be read in conjunction with the privacy provisions as it relates to contracts, service agreements or correspondence, terms and conditions, notices and requests when Personal Information is collected. This Privacy Policy does not rescind, cancel or withdraw any privacy notices and/or policies that may already apply.



3. Usage of information

South African Print Group is committed to keeping all Personal Information confidential. All Personal Information, as determined in point 1 of this Privacy Policy will be used for the following purposes:

- a. To provide products and services or to improve products or services;
- b. Verification of identity for user account creations/applications;
- c. For audit and record keeping purposes;
- d. In connection with legal proceedings;
- e. For trade reference purposes;
- f. Comply with any contractual obligations that South African Print Group has in respect of the provisions of any information, services and/or products;
- g. For billing purposes, customer support, quality control and resolving complaints;
- h. Complying with any applicable legislation

4. Disclosure of Information

We may disclose your personal information to our service providers who are involved in the production and/or delivery of products and/or services to you. These service providers have the necessary Privacy Policies in place to ensure that they comply with the provisions of the POPI Act.

South African Print Group will not use Personal Information for any other reasons than listed in point 3 of this Privacy Policy, without the consent of the interested party. South African Print Group will not wilfully sell, rent or trade any Personal Information to third parties for marketing or any other purposes. Personal Information will only be shared or provided to the third parties in the event that explicit consent has been provided to share Personal Information with the third parties, where the stakeholders have expressed interest in a product and/or service. When sharing Personal Information (after consent was obtained), South African Print Group will require these third parties to honour this Privacy Policy to the full extent required by applicable legislation.



Mandatory disclosures:

Personal Information may be disclosed to third parties if required for legal purposes such as;

- a. Law enforcement by a Court Order; or
- b. To regulators as the law or governmental audit requires; or
- c. Other third parties as applicable legislation requires.

5. Security of information

South African Print Group always intends to protect the integrity of all Personal Information and we have suitable technical and organisational security measures in place at all times. This is to ensure that all Personal Information is kept safe and secure and is accurate and complete. However, South African Print Group cannot guarantee a breach in the security of any information which have been submitted to South African Print Group on any platform, and so all stakeholders are hereby informed the submission of Personal Information is done at own risk.

South African Print Group does everything necessary to ensure regular checks and ensure safeguards are up to standard and correctly implemented to identify new risks and/or any deficiencies that may occur and that need to be tended too.

6. Access to information rights

You have the right to request a copy of the Personal Information we have about you. All other information requests are set out in our PAIA manual.

7. Corrections on Personal Information

You have the right to update, correct or delete your personal information, as the need arises. We require that all stakeholders supply updated and correct information at all times to ensure correctness, when having to use information for reasons stipulated within this Privacy Policy.