



PRIVACY POLICY

In terms of the Protection of Personal Information Act 4 of 2013

The Dezzo Trading 416 CC t/a D.C & Logistics Privacy Policy, formulated in terms of the provisions of the Protection of Personal Information Act 4 of 2013 (hereinafter referred to as "the POPI Act"), is drafted with the aim of maintaining the confidentiality, integrity and security of personal information of our customers, suppliers, third party providers and employees when making use of our services.

This policy sets out the manner in which D.C & Logistics company deals with personal information and stipulates the purpose for which said information is used. The Privacy Policy shall be made available on our company website <http://www.dcandlogistics.co.za/> and by request from our Information Officer, Venessa Appadoo

1. THE INFORMATION

D.C & Logistics aims to have agreements in place with all clients, suppliers, insurers and third-party service providers to ensure mutual understanding with regard to protection of all personal information and all suppliers will be subject to the same regulations applicable to D.C & Logistics. With the clients' consent, D.C & Logistics may also supplement the information provided with information we receive from publicly available information and/or from other sources to ensure the clients' needs are met. For purposes of this policy, clients include potential and existing clients. D.C & Logistics collects and processes personal information pertaining to the clients' needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, D.C & Logistics will inform the client as to the information required and the information deemed optional.

1.1 The Data You Provide to Us

The types of personal information that we collect directly from you depends on how you interact with us and our service, which may include:

- 1.1.1 Contact details, such as your name, email address, postal address, physical address and phone number;
- 1.1.2 Payment information;
- 1.1.3 Comments, feedback and other information you provide to us, including search query data and questions.

1.2 Data from Other Sources

We also may obtain contact details and other information about you from our affiliates and from other third parties, including:

- 1.2.1 Social networks when you grant permission to access your data on one or more networks.
- 1.2.2 Third-party service providers;
- 1.2.3 Businesses with which we offer co-branded services or engage in joint marketing activities; and/or
- 1.2.4 Publicly available sources and data suppliers from which we obtain data to validate or supplement the information we hold.



1.3 Data from Website Use, Including Cookies:

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers and business partners. This is statistical data about our users' browsing actions and patterns and does not identify any individual. For the same reason; we may obtain information about your general internet usage by using a "cookie file" which is stored on the hard drive of your computer. "Cookies" refers to information that is sent from our website to your hard drive where it is saved and contains information to personalize your experience on our website. In this way, the next time you use our website, we will know who you are and that you have visited our website before.

They help us to improve our site and to deliver a better and more personalized service. They also enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences and allow us to customize our site according to your individual interests.
- To speed up your searches.

2. THE USE OF PERSONAL INFORMATION

The clients' personal information will only be used for the purpose for which it was collected and agreed. This may include but is not limited to the following:

- To provide accurate services and production to the data subject;
- To ensure that all documents contain the correct information;
- for the detection and prevention of fraud, crime, money laundering or other offences, including but not limited to all those contained in the Financial Intelligence Centre Act
- For billing purposes;
- For audit and record keeping purposes;
- providing communication to clients about regulatory matters which may affect them;
- In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law;
- to analyze the company website usage and improve the Service;
- to deliver alerts and communications relevant to your use of the Service;
- to enable us to improve your experience on the website;
- to improve and develop features and services;
- to allow us to personalize the advertising users see, based on their personal characteristics or preferences;
- for statistical and research purposes;
- statistical data about our users' browsing actions and patterns. For the same reason, we may obtain information about your general internet usage by using a "cookie file" which is stored on the hard drive of your computer.
- for marketing purposes, where permitted by existing South African legislation, and according to restrictions prescribed by the Consumer Protection Act 68 of 2008;
- to fulfill your requests for specific services.



Section 10 of the POPI Act provides personal information may only be processed if specific conditions, as listed below, are met together with supporting information for D.C & Logistics processing of Personal Information:

- a) The client consents to the processing of the information; this consent will be obtained during the early stages of the relationship and will be recorded in writing;
- b) It is necessary to conclude or perform under a contract or to provide a solution to you.
- c) Processing complies with a legal obligation imposed by law
- d) Processing protects a legitimate interest of the party or parties to a contract

3. DISCLOSURE OF PERSONAL INFORMATION

D.C & Logistics may disclose a client's personal information to a legal representative instructed and third-party suppliers of D.C & Logistics may require the information to process any IT maintenance work and for bookkeeping and/or auditing purpose. D.C & Logistics has a duty to ensure personal information is only used in terms of the processing limitations. Any third-party service provider, including but not limited to IT service provider or bookkeeper, will have an agreement with our company to ensure compliance with the provisions of the POPI Act. D.C & Logistics may also disclose a client's information where it has a duty or a right to disclose in terms of applicable legislation, the law, or where it may be deemed necessary to protect D.C & Logistics 's rights.

4. SAFEGUARDING CLIENT INFORMATION

D.C & Logistics will continuously review its security controls and processes to ensure that personal information is secure. The following procedures are in place in order to protect personal information:

- 4.1 We use a combination of firewall barriers, encryption techniques and authentication procedures, among others, to maintain the security of your information and to protect the accounts and systems from unauthorized access.
- 4.2 The D.C & Logistics Information Officer (IO) details are available below and such Officer is responsible for compliance with the conditions of lawful processing of personal information and the provisions of the POPI Act.
- 4.3 This policy has been implemented throughout our company and training on this policy and the POPI Act shall be conducted on a regular basis to ensure all staff are updated with the necessary information and measures.
- 4.4 New employees will be required to sign an employment contract containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of the POPI Act.
- 4.5 Current employees employed by D.C & Logistics will be required to sign an addendum to their employment contract containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of the POPI Act.



4.6 D.C & Logistics information that is stored shall only be accessible by authorised personnel.

4.7.1 All electronic files are backed up by D.C & Logistics IT service provider; which also provides system security that protects third party access. They are also responsible for electronic information security.

4.7.2 Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites. Please note that our advertisers and business partners may also use cookies, over which we have no control.

4.8 The Information Officer will ensure the compliance with the POPI Act by the business, ensure the lawful processing of information and deal with requests from the public. The Information Officer details are as follows:

Company: **D.C & Logistics**
Name: **Venessa Appadoo**
Tel: **(031) 579 4094**
Email: **venessa@dclogistics.co.za**
Address: **Unit 4 Mone Jepaul Park, Springfield Flats, 26 Aloefield Crescent, Umgeni Business Park, Durban**

5. ACCESS AND CORRECTION OF PERSONAL DATA

Clients have the right to access the personal information D & C. Logistics holds about them. Clients also have the right to ask D & C. Logistics to update, correct or delete their personal information on reasonable grounds. Once a client objects to the processing of their personal information, D.C & Logistics shall no longer process said information. D.C & Logistics will take all reasonable steps to confirm its client's identity, in compliance with the provisions of the Financial Intelligence Centre Act 38 of 2001 (FICA), before providing details of their personal information or making changes to their personal information.

6. AMENDMENTS TO THIS POLICY

Amendments to, or a review of this policy, will be done on an annual basis or as and when changes to applicable legislation take place. Clients are advised to access D.C & Logistics website periodically to keep abreast of any changes. Where material changes take place, clients will be notified directly or changes will be updated on the D.C & Logistics website.

7. ACCOUNTABILITY

All personal information being processed by the company must be identified and processed lawfully. D.C & Logistics accepts that it exercises control over the information; even when such information is passed onto a third party for processing.



8. PROCESSING LIMITATION

All information will be processed in a lawful and reasonable manner.

- 8.1 D.C & Logistics shall not act unlawfully in collecting data.
- 8.2 All processing will be done in a reasonable manner; taking into account the interests and reasonable expectations of a data subject as well as the provisions of the POPI Act.
- 8.3 Personal information will be processed in an appropriate manner, where relevant and not excessively, and will only be used for the purpose collected.

9. FURTHER PROCESSING LIMITATION

- 9.1 D. C & Logistics shall consider the purpose for which the data was collected originally, together with the following factors, should further processing be required:-
 - 9.1.1 the purpose of the intended further processing and the purpose for which the information has been collected
 - 9.1.2 The nature of the information concerned;
 - 9.1.3 The consequences for the data subject;
 - 9.1.4 The manner in which the data was collected;
 - 9.1.5 Any contractual rights or obligations.
- 9.2 Further processing will only take place if:-
 - 9.2.1 The data subject has consented to such;
 - 9.2.2 The information is available in, or derived from, a public record or has deliberately been made public by the data subject;
 - 9.2.3 Further processing is necessary to:
 - 9.2.3.1 Avoid prejudice to the maintenance of the law by any public body, including the prevention, detection, investigation, prosecution or punishment of any offences;
 - 9.2.3.2 To comply with an obligation imposed by law or to enforce legislation concerning the collection of revenue;
 - 9.2.3.3 For the conduct of any court or tribunal proceedings that have commence or are reasonably expected to commence;
 - 9.2.3.4 In the interests of national security
 - 9.2.3.5 If it is necessary to prevent or mitigate a serious and imminent threat to public health or public safety;
 - 9.2.3.6 The life or health of the data subject is in serious or imminent threat.

10. PROCESS SPECIFICATION

D.C & Logistics will only collect information for the purpose specified that is explicitly defined and lawful and which relates to the function or activity of the business.

11. INFORMATION QUALITY

D.C & Logistics will take reasonably practical steps to ensure personal information is protected, accurate, not misleading and updated where necessary.