

# Fred's Forklift

## Protection of Personal Information

### Data Protection Policy



#### 1. Purpose

**Fred's Forklift and Plant Hire CC (Fred's)** is committed to the provisions of the Protection of Personal Information (POPIA) Act, No4 of 2013. We are committed to protecting Personal information by specifying processes, procedures and safeguards for the processing and access of Personal Information.

We have created this privacy statement for Fred's Business Operations to demonstrate our business's continuing commitment to the privacy of personal information provided by those visiting our website or in the course of business operations. We hold the privacy of your personal information in the highest regard. The following discloses our information gathering and dissemination practices for our Fred's business practices and website.

**We recognize the importance of protecting Fred's Stakeholder(s) privacy** and our policy is designed to assist you in understanding how we collect, use and safeguard the personal information you provide to us and to assist you in making informed decisions when doing business with Fred's or using our business website. This policy will be continuously assessed against new technologies, business practices and our customers' needs.

#### 2. Protection of Personal Information

- 2.1 Fred's will process personal information of Data Subjects in connection with and for the sole purpose(s) of the Services rendered by Fred's and agreed upon with customers and stakeholders.
- 2.2 Fred's shall not disclose Personal information or use it for any other purposes as for the services rendered and agreed upon.
- 2.3 Fred's shall safeguard Personal information provided and or to which it has access to through appropriate systems, processes, and protocols.
- 2.4 Fred's shall ensure that only employees that need to be involved in the Processing of and Access to the personal information have access to the information.
- 2.5 Fred's employees shall notify the Information Officer (CDB de Bruin and M de Bruin – Fred's Member(s)) of any personal information in possession of the staff member which has been accessed, leaked, utilised, or acquired by an unauthorised party(s) or if a breach has occurred within the use of personal information for any other purpose than agreed upon between the parties, immediately and in writing.
- 2.6 Fred's shall notify the National Regulator if any Personal information has been accessed, leaked, utilised or acquired by an unauthorised party(s) or if a breach has occurred with the use of personal information for any other purposes than agreed upon between the parties, immediately and in writing.

#### 3. Safeguarding of Information

Fred's shall ensure that the necessary systems, processes and protocols are in place to safeguard Personal information.

#### 4. Return and Management of Information

Fred's may request that its staff or stakeholders return Personal information. The staff or Operator(s) can also be requested to destroy personal information.

#### 5. Confidentiality

- 5.1 Fred's agrees not to disclose, public or utilise and Confidential Information in any manner without the prior written consent of Fred's Member(s) or the Data Subjects respectively.
- 5.2 Fred's further warrants that Confidential information will only be accessed by those employees responsible for deliverables and or Services of Fred's business activities.

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### 6. What Information Do We Collect on the Fred's website?

When you visit our website, you may provide us with two types of information: personal information you knowingly choose to disclose that is collected on an individual basis and Web site use information collected on an aggregate basis as you and others browse our website.

#### Personal Information You Choose to Provide

##### 6.1 Email Information

If you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. We provide the same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

##### 6.2 Telephone Information

If you choose to correspond with us through telephone / WhatsApp, we may retain the content of your WhatsApp messages together with your cell phone number and our responses. We provide the same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

##### 6.3 Delivery Address Information

Where you choose to have ordered goods couriered or delivered to your selected delivery address, we may retain the address details together with any alternative addresses provided. We provide the same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

##### 6.4 Credit Card or Secure EFT Information

Credit Card or Secure EFT Information is not stored by Fred's. The information provided is securely used by third-party Secure payment gateway provider, Nedbank. Nedbank utilise the latest security encryption and safety measures to safeguard clients.

### 7. Web Site Use Information

Similar to other commercial Web sites, our Web site utilises a standard technology called "cookies" (see explanation below, "What Are Cookies?") and web server log files to collect information about how our Web site is used. Information gathered through cookies and Web server logs may include the date and time of visits, the pages viewed, time spent at our Web site, and the Web sites visited just before and just after our Web site.

### 8. How Do We Use the Information That You Provide to Us?

Broadly speaking, we use personal information for purposes of administering Fred's business activities, providing the products and services clients requested, processing your payment securely by either EFT payments made by yourself or credit card payments, monitoring the use of the service, our marketing and promotional efforts and improving our content and service offerings and customize our site's content, layout, services and for other lawful purposes. These are used to improve our site and better tailor it to meet your needs.

Furthermore, such information may be shared with others on an aggregate basis. Personally identifiable information or business information will not be shared with parties except as required by law.

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Occasionally, we may also use the information we collect to notify you about important changes to our Business activities, Website, new services, and special offers we think you will find valuable. You may notify us at any time if you do not wish to receive these offers by clicking on the Unsubscribe link provided in our communications.

#### 9. What Are Cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a Web site, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each Web site can send its cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a Web site to access the cookies it has already sent to you, not the cookies sent to you by other sites. Browsers are usually set to accept cookies. However, if you would prefer not to receive cookies, you may alter the configuration of your browser to refuse cookies. If you choose to have your browser refuse cookies, it is possible that some areas of our site will not function as effectively when viewed by the users. A cookie cannot retrieve any other data from your hard drive or pass on computer viruses.

#### 10. How Do We Use Information We Collect from Cookies?

As you visit and browse our Web site, the site uses cookies to differentiate you from other users. In some cases, we also use cookies to prevent you from having to log in more than is necessary for security. Cookies, in conjunction with our Web server's log files, allow us to calculate the aggregate number of people visiting our Web site and which parts of the site are most popular. This helps us gather feedback to constantly improve our Web site and better serve our clients. Cookies do not allow us to gather any personal information about you and we do not intentionally store any personal information that your browser provided to us in your cookies.

#### 11. Who we are

Our website address is: <https://www.freds.co.za>

#### 12. Comments

When visitors leave comments on the site, we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

#### 13. How long do we retain your data?

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profiles. All users can see, edit, or delete their personal information at any time. Website administrators can also see and edit that information.

#### 14. What rights do you have over your data?

If you have an account on this site or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

You can choose to disable or selectively turn off our cookies or third-party cookies in your browser settings, or by managing preferences in programs such as Norton Internet Security. However, this can affect how you can interact

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with our site as well as other websites. This could include the inability to log in to services or programs, such as logging into forums or accounts.

Deleting cookies does not mean you are permanently opted out of any advertising program. Unless you have settings that disallow cookies, the next time you visit a site running the advertisements, a new cookie will be added.

### 15. IP Addresses

IP addresses are used by your computer every time you are connected to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as traffic data so that data (such as the Web pages you request) can be sent to you.

### 16. Sharing and Selling Information

We do not share, sell, lend or lease any of the information that uniquely identifies a subscriber (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

### 17. How Can You Access and Correct Your Information?

You may request access to all your personally identifiable information that we collect online and maintain in our database by emailing us at the usual address.

### 18. What About Legally Compelled Disclosure of Information?

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights. We may also disclose account information when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Service or to protect the safety of our users and the Public.

### 19. What About Other Web Sites Linked to Our Web Site?

We are not responsible for the practices employed by Web sites linked to or from our Web site or the information or content contained therein. Often links to other Web sites are provided solely as pointers to information on topics that may be useful to the users of our Web site.

Please remember that when you use a link to go from our website to another website, our Privacy Policy is no longer in effect. You're browsing and interaction on any other website, including websites, which have a link on our website, is subject to that Web site's own rules and policies. Please read over those rules and policies before proceeding.

### 20. Your Consent

By using our website, you consent to our collection and use of your personal information as described in this Privacy Policy. We reserve the right to amend this privacy policy at any time with or without notice.

### 21. Our Commitment to Data Security:

Please note that your information will be stored and processed on either WIX or Pastel Accounting. The laws on holding personal data in other countries may be less stringent than the laws of your Country of residence or

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citizenship. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

### 22. Choice/Opt-In/Opt-Out

This site allows visitors to unsubscribe so that they will not receive future messages. After unsubscribing, we will discontinue sending the particular messages as soon as technically feasible.

### 23. Surveys & Contests

From time to time our site requests information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user, therefore, has a choice whether or not to disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

### 24. A Special Note About Children

Children are not eligible to use our services unsupervised and we ask that children (under the age of 14) do not submit any personal information to us. If you are a minor, you can use this service only in conjunction with permission and guidance from your parents or guardians.

### 25. Acquisition or Changes in Ownership

If the website (or a substantial portion of its assets) is acquired, your information would be considered part of those assets and may be part of those assets that are transferred.

**The Protection of Personal Information Act (or POPI Act) is South Africa's equivalent to the EU GDPR. It sets some conditions for responsible parties (called controllers in other jurisdictions) to lawfully process the personal information of data subjects (both natural and juristic persons).**

The Protection of Personal Information Act (aka POPIA) is effective from 1 July 2021. The act requires that we obtain your consent to communicate with you in the future.

This could be in the form of new products, product updates or special promotions and more.

If you are happy to keep receiving emails from us there's no need to do anything. If you change your mind at any time in the future, simply email us from our contact us page.

If you wish to be removed from our mailing list, simply email us from our contact page.

### 26. Policy Modifications

We may change this Privacy Policy from time to time. If/when changes are made to this privacy policy. We will post any changes here, so be sure to check back periodically. However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.

Review date: August 2022  
Next Review: August 2023  
Status: Approved  
Version 1.0

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### 27. Document Control

- 24 August 2022 - Policy Review and Approved by Fred's Member(s)