

GOOD HOPE INTERNATIONAL BEVERAGES (PTY) LTD

Privacy Policy

THE PROTECTION OF PERSONAL INFORMATION ACT

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”).

We are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

About the Company

The company is in the business of manufacturing and distributing beverages, and may use third party service providers for these purposes.

The information we collect

We collect and process personal information primarily from our customers and our suppliers. We collect and process your personal information in order to complete the process of taking on customers and suppliers of the company. For the purposes of communication, to contact you for the purposes of understanding your requirements, and delivering goods and services accordingly. Further, to ensure banking details are correct, for the processing of invoices, credit notes, payments, and credit control. For these purposes we will collect contact details including your company details/name, current physical address and/or postal address, telephone number and email address, VAT number, if applicable, and banking detail confirmations, and other information that may be relevant.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

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 gather contact information;
- To confirm and verify your identity;
- 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.

Disclosure of information

Sharing:

- We may disclose your personal information to our service providers who are involved in the delivery of products or services to you
- We may share your personal information with an affiliate, in which case we will seek to require the affiliates to honour this privacy policy.
- Our service providers under contract who help with parts of our business operations
- Credit bureaus to report account information, as permitted by law;

Regulators:

If you contact us regarding your experience with using any of our products, we may disclose your personal information as required of by law or governmental audit.

Law enforcement:

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the general public;
- to prevent violation of our terms of service.

No selling:

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

Marketing purposes:

We may disclose aggregate statistics (information about the customer/resident population in general terms) about the personal information to advertisers or business partners.

Change of ownership:

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

Employees:

We will need to disclose personal information to our employees that require the personal information to do their jobs.

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We may also disclose your information:

- 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.

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.

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.

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 on our website 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 hold about you. We would appreciate it if you would keep your personal information accurate.

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.

Transfers of personal information outside South Africa

We may transmit or transfer personal information outside South Africa to a foreign country. Personal information may be stored on servers located outside South Africa in a foreign country whose laws protecting personal information may not be as stringent as the laws in South Africa. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

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 on our website.