



CT Hydraulics (Nqoba) (Pty) Ltd

Reg. No. 2005/005685/07

C/o Melville & Sharland Street, Driehoek, Germiston

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Privacy Notice for CT Hydraulics (Nqoba)(Pty) Ltd

Introduction:

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").

CT Hydraulics (Nqoba) (Pty) Ltd and including this website <https://cthydraulics.co.za> are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

Who we are:

We are a Hydraulic company who specialise in the manufacturing and reconditioning of hydraulic equipment and components, e.g., Cylinders, Motors, Pumps, Valves, Pneumatic Cylinders, Rebuilding Spindles, Power Packs and Ultra-Fine Offline Filtration Systems.

The type of personal information we collect:

We currently collect and process the following information:

- When you submit a quotation or tender or offer to do business or conclude a contract with us.
- When you express an interest in employment, a bursary, learnerships or sponsorships.
- Communicate with us by phone, electronic communication or in person.
- Purchase, use or otherwise interact with content products or services from third party providers who have a relationship with us.
- Use our websites applications, mobile application or online platforms including when you create post or submit user content.

We collect personal information about you from third parties, such as a organisation and others with whom you have a relationship, who provide or publish personal information related to you, including our customers or other third parties who create post, or submit user content that may include your personal information.

How we get the personal information and what we use it for:

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 user experience optimisation purposes, enabling us to provide you with an enhanced shopping experience at CT Hydraulics (Nqoba) (Pty Ltd

- To gather contact information, such as banking details, security related information, performance related and billing related information.
- To confirm and verify your identity or to verify that you are an authorised user for security purposes.

- 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.

We also receive personal information indirectly, from the following sources in the following scenarios:

- We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name and organisation.
- 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.
- Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.
- Employment Agencies, licensing agencies, third parties who interact with us
- Marketing, sales generation and recruiting business partners
- SAPS, Home affairs credit bureaux and other similar agencies
- Other publicly or generally available sources such as social media sites, public and online websites, open database, and data in the public domain.

We use the information that you have given us to:

- Update records and service delivery.

We may share this information with:

- Our Employees and affiliate associate and holding companies for business and operational purposes
- Your organisation and contacts to fulfil or perform a contract or other legal obligation
- Business partners, to jointly offer provide deliver analyse administer improve and personalise products or services or to host events or deal with requests form you or your organisation provide the purpose remains compatible with the purpose for which the information was originally collected
- Third party content and service providers including auditors to perform tasks on our behalf which relate to our relationship with you
- Regulators organs of state government officials and law enforcement agencies to comply with applicable law and requests from government or law enforcement bodies and to comply with or respond to a legal process
- Vendors / service provides (such as content providers, cyber service providers, security companies, HR and training service providers, external business legal and financial advisors.
- Automatic collection may be collected when a there is an interaction with, or use of our websites, applications, mobile applications, or on-line platforms
- Use our goods or services (including through a device)
- Access use or download content from us
- Open emails or click on links in emails or advertisements from us
- Otherwise interact or communicate with us

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

- 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.

Collection of Information by “Cookies”

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to and use of the Website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our websites.

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent.
 - The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party.
 - The processing complies with an **obligation** imposed by law on the business.
 - The processing protects a **legitimate** interest of the data subject.
 - The processing is necessary for the proper performance of a **public law** duty by the business.
- Or
- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

How we store your personal information:

Your information is securely stored:

- Information is stored electronically,
- In emails, Web files, Text files, PDF files
- Filed hardcopy documents Employee files

All official records will be organized and stored by time (e.g., month or year) to enable such records to be easily identified.

We keep your information for seven years. We will then dispose your information as per our Data Retention Policy.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to Savy Moodley or email savy@cthydraulics.co.za. We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request CT Hydraulics (Nqoba) (Pty) Ltd to correct or supplement any of your personal data which CT Hydraulics (Nqoba) (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Savy Moodley the Information Officer will consider your request in light of any other laws or regulations prohibiting CT Hydraulics (Nqoba) (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact Savy Moodley or email savy@cthydraulics.co.za if you wish to make a request.

Contact details:

Name: Savy Moodley

Address: c/o Sharland & Melville street

Driehoek

Germiston

Phone Number: 083 389 2482

E-mail: savy@cthydraulics.co.za

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to Savy Moodley.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za