

LFR INDUSTRIAL SERVICES T/A COOL TECH CC

Protection of Personal Information

EXTERNAL PRIVACY STATEMENT

June 2021

1. Introduction

1.1 For purposes of this Statement:

- 1.1.1 "Applicable Laws" means all laws, regulations that Cool Tech is required to comply with;
- 1.1.2 "Client" or "you" means any prospective, new or existing client of Cool Tech; and
- 1.1.3 "Cool Tech" or "we" or "us" means LFR Industrial Services CC T/A Cool Tech

1.2 This Statement sets out how your personal information will be used by Cool Tech and applies to any information, including personal and special personal information, you give to Cool Tech or which Cool Tech may collect from third parties.

1.3 It is important that you read this Statement carefully before submitting any personal information to us.

1.4 By submitting any personal information to Cool Tech you provide consent to the processing of your personal information as set out in this Statement.

1.5 The provisions of this Statement are subject to mandatory, unalterable provisions of Applicable Laws;

1.6 Please do not submit any personal information to Cool Tech if you do not agree to any of the provisions of this Statement. If you do not consent to the provisions of this Statement, or parts of the Statement, Cool Tech may not be able to provide its services to you.

2. How to contact us

If you have any comments or questions about this Statement, please contact ashley@cooltech.co.za.

3. Amendment of this Statement

3.1 We may amend this Statement from time to time for any of the following reasons:

- 3.1.1 to provide for the introduction of new systems, methods of operation, services, products or facilities;
- 3.1.2 to comply with changes to any legal or regulatory requirement;
- 3.1.3 to ensure that our Statement is clearer and more favourable to you;
- 3.1.4 to rectify any mistake that may be discovered from time to time; and/or
- 3.1.5 for any other reason which Cool Tech, in its sole discretion, may deem reasonable or necessary.

3.2 Any such amendment will come into effect and become part of any agreement you have with Cool Tech when notice is given to you of the change by publication on our website. It is your responsibility to check the website often.

4. Privacy and indemnity

Cool Tech is committed to ensuring the privacy and integrity of your information. We take your privacy and the protection of your personal information very seriously, and we will only use your personal information in accordance with this Statement and applicable data protection legislation. It is important that you take all necessary and appropriate steps to protect your personal information yourself (for example, by ensuring that all passwords and access codes are kept secure).

Cool Tech does not control the confidentiality, access to or dissemination of information which is retrieved through the use of "cookies" or information retrieved through the collecting and storing of IP addresses of visitors to this website.

You hereby indemnify and hold Cool Tech harmless from any loss, damages or injury that you may incur as a result of any unintentional access or acquisition of your personal information to unauthorised persons or the provision of incorrect or incomplete personal information to Cool Tech.

5. Information which we may collect about you

- 5.1 We may collect the following information about you: not an exhaustive list:
 - 5.1.1 your name, business address, business and personal contact details, business bank details, VAT number;
 - 5.1.2 records of correspondence or enquiries from you or anyone acting on your behalf;
 - 5.1.3 details of transactions you carry out with us;
 - 5.1.4 details of contracts you carry out with us;
- 5.2 Where you provide us with the personal information of third parties you should take steps to inform the third party that you need to disclose their details to us, identifying us. We will process their personal information in accordance with this Statement.

6. How we collect information

- 6.1 You may provide personal information to us either directly or indirectly (through a representative acting on our behalf or your behalf) by completing purchase orders/applications for our products and services, job cards or requesting further information about our services, whether in writing, through our website, over the telephone or any other means.
- 6.2 We may also collect your personal information from your appointed legal representative, any regulator, or other third party that may hold such information.

7. Use of information collected

- 7.1 We may use, transfer and disclose your personal information for the purposes of:
 - 7.1.1 providing you with the services, products or offerings you have requested, and notifying you about important changes to these services, products or offerings;
 - 7.1.2 managing your account or relationship and complying with your instructions or requests;
 - 7.1.3 assessing and dealing with complaints and requests;
 - 7.1.4 operational, marketing, auditing, legal and record keeping requirements;
 - 7.1.5 transferring or processing your personal information outside of the Republic of South Africa to such countries that may not offer the same level of data protection as the Republic of South Africa;
 - 7.1.6 complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement and government bodies;
 - 7.1.7 recording and/or monitoring your telephone calls and electronic communications to/with Cool Tech in order to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention;
 - 7.1.8 conducting marketing research and providing you with information about Cool Tech's products or services from time to time via email, telephone or other means;
 - 7.1.9 disclosing your personal information to third parties for reasons set out in this Statement or where it is not unlawful to do so;
 - 7.1.10 monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from Cool Tech or any of its employees, agents or contracted suppliers, including monitoring, recording and using as evidence all telephone communications between you and Cool Tech; and

8. Disclosure of your information

Your personal information may be shared with Cool Tech's representatives and sub-contractors, and selected third parties who process the information on our behalf.

- 8.1 We may also disclose your personal information to third parties in the following circumstances:
- 8.1.1 to any other of Cool Tech’s legal representatives or other third parties to: –
 - 8.1.1.1 assess and monitor any of your applications for Cool Tech’s products or services;
 - 8.1.1.2 determine which products and services may be of interest to you and/or send you information about such products and services, unless you object or choose not to receive such communications;
 - 8.1.1.3 have a better understanding of your circumstances and needs to provide and execute Cool Tech’s services;
 - 8.1.2 to any regulator or supervisory authority, including those in foreign jurisdictions, if Cool Tech is required to do so in terms of Applicable Laws;
 - 8.1.3 to a prospective buyer of any of our business or assets;
 - 8.1.4 to any person if we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Cool Tech, Clients or other third parties; and/or
 - 8.1.5 to your legal representative or any other person acting on your behalf.
- 8.2 We may transfer your information to another of Cool Tech’s agent, legal representative, legal contractor or third party who carries on business in another country, including one which may not have data privacy laws similar to those of the Republic of South Africa. If this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.
- 8.3 If you do not wish us to disclose this information to third parties, please contact the Information Officer. We may, however, not be able to provide services to you if such disclosure is necessary.

9. Retention of your information

We may retain your personal information, unless you object, in which case we will only retain it if we are permitted or required to do so in terms of Applicable Laws. However, as a general rule, we will retain your information in accordance with retention periods set out in Applicable Laws, unless we need to retain it for longer for a lawful purpose. (For example, for the purposes of complaints handling, legal processes and proceedings.)

10. Access to, correction and deletion of your personal information

- 10.1 You may request details of personal information which we hold about you under the Promotion of Access to Information Act, 2000 (“PAIA”). Confirmation of whether or not we hold personal information about you may be requested free of charge.
- 10.2 You may request the correction of personal information Cool Tech holds about you. Please ensure that the information we hold about you is complete, accurate and up to date. If you fail to keep your information updated, or if your information is incorrect, Cool Tech may limit the products and services offered to you or elect not to open the account.
- 10.3 You have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of personal information held about you. If you wish to exercise this right, please contact us using the contact details published on this website.
- 10.4 You have a right to object on reasonable grounds to the processing of your personal information where the processing is carried out in order to protect our legitimate interests or your legitimate interests, unless the law provides for such processing.

11. Complaints

- 11.1 Should you believe that Cool Tech has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Cool Tech at ashley@cooltech.co.za.
- 11.2 If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details listed below:
Tel: 012 406 4818 / Fax: 086 500 3351
Email: inforeg@justice.gov.za