



POPI - PERSONAL PROTECTION OF PERSONAL INFORMATION

NATAL AIRCONDITIONING SOLUTIONS

PRIVACY NOTICE

Introduction:

POPI refers to South Africa's **Protection of Personal Information Act** which seeks to regulate the Processing of Personal Information. Personal Information broadly means any information relating to an identifiable, living natural person or juristic person (companies, CC's etc.) and Natal Airconditioning Solutions hereby confirms its commitment to this Act and will put forth its best endeavour/s to adhere to such Act to the best of its ability.

Who we are:

Natal Airconditioning Solutions is an airconditioning company who takes care of Service & Maintenance Contracts, Repairs and Supply/New Installations of airconditioning and related work in the KwaZulu-Natal and surrounding regions.

The type of personal information we collect:

We currently collect and process the following information:

- We only keep the personal information of the person we are invoicing ie: Company name with contact number together with relevant company information ie: address & VAT numbers etc.
- Telephone numbers of clients & e-mail addresses – both landline numbers & mobile numbers. E-mails of contacts usually bear their auto signatures which are kept on our e-mails.

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

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- **Invoicing / Credit Applications / Business Banking**

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

- **Suppliers (quotations, proforma invoices etc.) & marketing material**

We use the information that you have given us in order to:

- Compile & Send invoices
- Complete credit applications
- Deal with all business banking

We may share this information with:

- Only our administrative staff
- Within each person's sector – their own company ie: cc'ing persons into mails from their own company

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:

We keep your information for professional office use ONLY. We will then dispose of your information by means of shredding all information no longer necessary for Natal Airconditioning Solutions to keep.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to **Rene' Butterson** on rene@natalaircon.co.za. We may charge you a fee for this service.
- You may also request **Rene' Butterson** to correct or supplement any of your personal data which **Rene' Butterson** will undertake as soon as practicable.
- Request the destruction of your personal data. **Rene' Butterson** will consider your request in light of any other laws or regulations prohibiting **Natal Airconditioning Solutions** 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 us at admin@natalaircon.co.za or rene@natalaircon.co.za if you wish to make a request.

Contact details:

Name: Rene' Butterson/Ian Perfect

Address: Unit 6, 5 Eaton Road, Eaton Park Central, Congella, KZN

Phone Number: 031 205 0397

E-mail: admin@natalaircon.co.za or rene@natalaircon.co.za

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@natalaircon.co.za or rene@natalaircon.co.za

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)

JD House

27 Stiemens Street

Braamfontein,

Johannesburg, 2001

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