



1 June 2021

## Customer Privacy Notice- Ambro Steel/Sanderson Special Steel/Donsteel and Forgings

As per the **Protection of Personal Information Act, Act 4 of 2013 (“POPIA”)**.

The Protection of Personal Information Act, Act 4 of 2013 (POPI) is available at <https://www.gov.za/documents/protection-personal-information-act>

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

### THE INFORMATION WE COLLECT

We collect and process your personal information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.

- We collect information directly from you where you provide us with your personal details, for example when you purchase a product or service from us or when you submit enquiries to us or contact us. Where possible we will inform you what information you are required to provide us and what information is optional.
- With your consent, we may also supplement the information that you provide us with information we receive from other businesses within the Hudaco Group to offer you a more consistent and personalized experience in your interactions with us.
- Website usage information is collected using “cookies” which is to allow standard internet visitor usage information.

### HOW WE USE YOUR INFORMATION

We will use your information only for the purposes it was collected for, or agreed too with you, for example:

- To provide our products or services to you;
- To carry out the transaction you requested and to maintain our relationship;
- To confirm or verify your identity or to verify that you are an authorized user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings;
- To comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law

### INFORMATION SECURITY

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of information of personal information. We will, on an ongoing business, continue to review our security controls and related processed to ensure that your personal information is secure.

Our security polices and processes 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;

Divisional Directors: B. Fieldgate R. Lung E. Lottering  
Steel Division Coastal Director: T.J. Groenewald  
Hudaco Directors: G.R. Dunford (Managing), C.V. Amoils, L.F.I. Meiring, D. Naidoo\*, N. Mandindi\*  
(\*Independent Non-Executive)  
Secretary: Hudaco Group Financial Services Pty Ltd



- 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 our personal information agrees to treat your information with the same level of protection as we are obliged to.

#### **DISCLOSURE OF INFORMATION**

We may disclose your personal information to our service providers who are involved in the delivery of products and services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share personal information, with and obtain information about you from:

- Third parties for the purposes listed above, for example fraud prevention agencies, law enforcement agencies;
- Other businesses in the Hudaco Group when we believe it will enhance the service and products we can offer to you, but only where we have not objected to such sharing;
- Other third parties from whom you have chosen to receive marketing information.

We may also disclose your information:

- Where we have a duty or right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights

#### **ACCESS TO INFORMATION**

You have a right to request a copy of the personal information we hold about you. To do this simply contact us at the numbers/address listed below and specify your information request. We will take all reasonable steps 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. Please refer to our PAIA manual for information.

#### **CORRECTION OF YOUR INFORMATION**

You have a right to ask us for to update, correct or delete your personal information. You may do this by contacting us at the numbers/addresses listed below. We would appreciate if you could keep your personal information accurate.

##### **Ambro Steel- Corner Lamp and Snapper Road, Wadeville.**

Deputy Information Officer contact 011-824 4242

##### **Donsteel & Forgings- 12 Willow Road, Belville, Cape Town**

Deputy Information Officer contact 021-949 7550

##### **Sanderson Special Steels Cape Town- 18 Junction Road, Parow, Industrial, Cape Town**

Deputy Information Officer contact 021-951 5311

##### **Sanderson Special Steels Johannesburg- 45 Meson Road, Electron, Steeldale, Johannesburg**

Deputy Information Officer contact 011-613 1771

##### **Sanderson Special Steels Durban- 8 Suzuka Road, Westmead, Pinetown**

Deputy Information Officer contact 031-700 5919

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