

Data Processing Policy

1. General

- 1.1. Ishishinilethu (Pty)Ltd is a registered manufacturer for microdots regulated by Regulation 56 of the National Road Traffic Act 93 of 1996, as amended and the SANS534-1. Ishishinilethu prides itself in delivering quality products and services and is certified by the SABS on its ISO9001 Quality Management System as well as ISO14001 Environmental Management System.
- 1.2. Ishishinilethu ensures that it adheres to all data protection laws, in particular the Protection of Personal Information Act 4 of 2013.
- 1.3. This Data Processing Policy relates to the collection and use of personal information you may supply to us through your use of any of our service channels.
- 1.4. This policy governs the way your personal information will be collected, processed, and kept.

2. Definition

- 2.1. Cookies: means small text files stored in your browser when you visit a website. These files do not contain personal details, but they do contain a personal identifier allowing us to associate your personal data with a certain device.
- 2.2. Data Subject: means customer or clients or data subject as contemplated by POPI Act.
- 2.3. Personal information: means personal information in terms of the POPI Act. All information specific to yourself that is provided to us via our website, or any other channel will be classified as personal information.
- 2.4. POPI Act: means the Protection of Personal Information Act 4 of 2013.
- 2.5. Processing: means use of personal information in terms of POPI Act, as defined in the Act.
- 2.6. Reasonable party: as contemplated in POPI Act means,
Ishishinilethu (Pty)Ltd
Registration Number 2013/073107/07

3. Personal Data Processing

- 3.1. Ishishinilethu offers several services that do not require you to register for an account or provide any personal information to us, such as a product search. When personal information is required, you will be notified when your personal information is being collected. For instance, we use cookies to collect personal identifier to associate your personal data with a certain device. Ishishinilethu ensures that your personal information is used lawfully and in a transparent manner. The privacy policy is applicable, to processing of your personal information.
- 3.2. To provide our full range of services, we may collect, with your consent if required, the following types of information:
 - a. Your name and surname,
 - b. Identity number, Passport number and/or date of birth,
 - c. Contact details,
 - d. Physical address,
 - e. Email address
- 3.3. This personal information will only be collected from customers personally.

4. Consent

- 4.1. A data subject or customer give consent for processing of personal data by registering an account.

4.2. When you visit our website and accept cookies, it is also consent to the use of cookies.

5. The use of Cookies

- 5.1. We might use Cookies and other techniques to follow your movements on our Website. This collects information that makes the website remember you and tells us how you use our Website, web-related products, and services.
- 5.2. This, in turn, helps us make our Website relevant to your interests and needs.
- 5.3. They also help us find information once you have logged in or help us link your browsing information to you and your personal information, for example, when you choose to register for a service.
- 5.4. We may use a persistent Cookie (a Cookie that stays linked to your browser) to record your details so we can recognise you if you visit our Website again.
- 5.5. Cookies by themselves cannot be used to discover your identity.
- 5.6. Cookies do not damage your computer.
- 5.7. You can set your browser to notify you when you receive a Cookie.
- 5.8. This enables you to decide if you want to accept it or not.
- 5.9. If you choose not to accept Cookies from our Website this may limit its functionalities or performance.

6. Purpose

- 6.1. We collect your personal information:
 - a. To enable Ishishinilethu to contact the user in the event of any query.
 - b. Fulfilling Orders and providing location-based and other services offered by us.
 - c. For Payment Processing.
 - d. Conducting research and analysis.
 - e. To ensure we have your most up to date information.
 - f. To communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website.
 - g. We will not use information collected about you for marketing purposes you have not consented to.
 - h. For Statistical analysis
 - i. To comply with legislative requirements.

6.2. This Personal information will be collected and be processed for that purpose only.

7. Withdraw of consent.

- 7.1. It is your right to withdraw your consent or refuse to provide personal information, but you must keep in mind that this withdrawal or refusal may limit our ability to provide the required services to you.
- 7.2. It is important to note that the Ishishinilethu will only collect information from you that is necessary and relevant to the service or product to be provided.

8. Protection of Personal Information



- 8.1. Ishishinilethu value the information that you choose to provide to us and, we therefore take reasonable steps to protect your personal information from loss, damage, or unauthorized alteration.
- 8.2. The privacy policy is applicable to personal data protection.
- 8.3. Customer will be notified in writing as soon as reasonably possible, in case of unauthorized access to their personal information.

9. Retention

- 9.1. We will retain your information for as long as we need it, given the purpose for which it was collected, or as required by law and any other statutory obligations.
- 9.2. Your information may be retained for varying periods from the end of our relationship, depending on regulatory requirements.
- 9.3. We will take all reasonable steps to destroy or deidentify the personal information that we hold when it is no longer required.

10. Access to, Correction or Deleting of Personal Information

- 10.1. You may access, correct, and delete, if necessary, your personal information that we hold by emailing us at info@ilethu.co.za.

11. Amendment

- 11.1. This policy may be updated from time to time to reflect any amendments made to applicable Laws or policy directives and guidelines.

We appreciate your co-operation; safety of your personal information is our concern.

THANK YOU