



Johannesburg  
Tel: +27 (0) 11 719-7700  
Fax: +27 (0) 11 885-3174  
Cape Town  
Tel: +27 (0) 21 799-5740  
Fax: +27 (0) 21 761-5601  
National  
Cell: +27 (0) 83 627 1168

## Privacy Policy

Persons wanting to trade with Merpak (Pty) Ltd, whether accessing us through our website, email, or telephone call subject themselves to and agree to Merpak (Pty) Ltd terms and conditions and privacy policy, as set out below.

## Introduction

We respect your privacy and take it very seriously. We are Merpak (Pty) Ltd, and this is our plan of action for the protection of your personal information. It describes how we **collect, use, disclose, and store** your personal information.

## Application

This policy applies to you when you visit our website, use our application, email, or make telephone contact to order or enquire about our products and services as a customer.

## Personal Information

**Scope.** Your personal information includes information we collect:

- Automatically when you visit our website or use our application;
- Accept on registration or submission;
- Get through an order; or
- You provide voluntarily.

It excludes anonymous, de-identified, statistical, and public information.

**Your obligations.** You may only send us your own personal information or someone else's personal information if you have their permission to do so.

## Acceptance and Changes

**Acceptance.** You may not order any of our products or services if you do not accept this policy or any changes to it.

**Changes.** We may change this policy at any given time and will notify you of the changes on our website, through our website, or by email. The changed policy applies to you if you continue using our website, our application, or our products or services following the notification.

## Collection

**Website.** When you visit our website and complete the enquiry form, we automatically collect your data.

**Email.** We may ask you to provide us with added **identifying information** (including your first name, surname, and contact telephone numbers) which we may use to optimise our offering to you.

**Telephone.** We may ask you to provide us with certain **identifying information** (including your first name, surname, contact telephone numbers and email address) which we may use to optimise our offering to you.

**Consent to collection.** We will get your consent to collect your personal information in accordance with applicable law when you provide us with it.

**Purpose for collection.** We may process your information that you provide us for the purpose that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information.

## Use

**Processing.** We may process your personal information to fulfil our obligation to you.

**Messages.** We may use identifying information to send you administrative and update messages through email.

**Promotional messages.** We will not send you promotional messages unless you have chosen to opt into them. But we may send you one message asking you to opt into promotional messages without you having opted into promotional messages.

**Targeted content.** We may use your personal information to provide you with targeted content through our website or email in a completely automated process.

## Disclosure

**Sharing.** We may share your personal information with third parties for the purpose of fulfilling our obligation to you.

- Other companies within our group
- Our contractors who help us meet our obligations to you, including those that help us understand your personal information; or
- Get through an order; or
- Third parties as required by applicable law.

**Honour this policy.** We will require anyone that we share your personal information with to honour this policy whenever possible in terms of applicable law.

**Mandatory disclosure.** We may disclose personal information to third parties if required for legal reasons, such as if required by the relevant authorities or a court order.

**Marketing purposes.** We may disclose aggregate statistical information that we derive from your and other people's information to our business partners.

**Personnel.** We may need to disclose personal information to our personnel to do their jobs but will not do so unnecessarily.

**Change of ownership.** We may assign our rights to the personal information we process to our new owners if our ownership changes for any reason.

## Security

We take the security of personal information very seriously and will always do our best to comply with applicable data protection laws. Our ERP system is protected with firewalls and other advanced security measures to prevent interference or access from outside intruders. We implement disaster recovery procedures where appropriate.

## Storage

**Access.** You may ask us to provide you with a description of the personal information that we hold on you, correct or update or delete it (provided that we do not need it to fulfil our obligations to you or applicable law requires us to keep it). We will take all reasonable steps to verify your identity before doing so. We may charge a fee to recoup our costs associated with this request if there is a cost to us associated with it and provided that applicable law allows us to do so. Please contact us with your name and any other information needed to identify you correctly if you want access to information or want us to correct, update or delete it.

**Accuracy.** We will do our best to keep your personal information that we collect accurate, complete, and up to date.

**Participation.** We may ask you to update your personal information from time to time, but will take steps to verify your identity to prevent unauthorised access when doing so.

**Retention.** We will only keep your personal information for as long as is necessary to fulfil our obligation to you, unless you have given us permission to keep it longer or we are otherwise legally allowed to do so.

**Transfer.** We may transfer your personal information outside of the country in which it was collected to a foreign country in order to fulfil our obligation to you. You consent to us processing your personal information in a foreign country with less stringent data protection laws than the country it was collected.

## General

**Updating or removing.** You may update or remove your personal information:

- Through our website form;
- By email; or
- Contacting us telephonically.