



## **ChannelPort (PTY) Ltd Privacy Notice**

### **Introduction:**

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
3. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.
5. Our policy complies with South African law accordingly implemented, including that required by the General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at <https://popia.co.za/>
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information without proper authorization.

### **Who we are:**

ChannelPort imports high quality Consumables and IT Products. We distribute into South Africa and other African Regions, ensuring excellent pricing and quality to all doing business with us.

ChannelPort is the supplier of choice for Industrial Technology in the Mining Industry. We understand the need to stay updated and at the forefront of technology and we simply offer the best products, solutions and service. Some of our clients include Anglo, Stowe Holdings and Moore.

We are passionate about customer service and sales.

The staff at ChannelPort share a passion and a dream to drive the company forward, adding value to people they come into contact with and in your business.

## **The type of personal information we collect:**

We currently collect and process the following information:

- Name and Surname
- Contact Details
- Residential Addresses
- Postal Addresses
- Company Details
- ID Copies / Date of Birth
- E-mail address
- Bank details
- Next of kin personal information
- Blood Groups
- Sex
- Marital Status
- Number of Dependents
- Race
- Job Title
- Nationality
- Drivers License Number, if applicable
- Disabilities, if applicable
- Emergency Contact details (Name, Surname, Relation, Home phone number, Cell number)

## **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:

- Open an account with ChannelPort (PTY) Ltd
- Become an employee of ChannelPort (PTY) Ltd
- Deliver goods to you via our courier services
- Remuneration for employees
- Payment of creditors
- SEESA secure central management of labour, payroll, profiling etc

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

- Underwriter (ie CGIC/TradeUnion) approving or declining dealer application. No reason supplied for declining dealer applications, but ChannelPort (PTY) Ltd is aware of bad credit records, hence the potential customer being declined.

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

- Process dealer applications that we submit to CGIC for approval for credit

- Process payments for salaries and supplier invoices

We may share this information with:

- Credit Guarantee companies like CGIC or Trade Union
- SEESA

### **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 3 Years. We will then dispose all information by shredding any paperwork (if applicable) and/or delete any electronic copies on server and backup NAS device. Should you still be an active client on our database, nothing will be destroyed until time of termination.

All dealer applications are received electronically and no paperwork is accepted. After CGIC approval and loaded onto Pastel Accounting Software, the e-mail is deleted immediately.

All POD's are scanned and kept on local secure server and backed up to NAS device. POD's are then filed and stored in secure and locked storage area.

### **Your data protection rights:**

- You are entitled to access your personal data by sending a written request to [info@channelport.co.za](mailto:info@channelport.co.za). We may charge you a fee for this service.
- You may also request **ChannelPort (PTY) Ltd** to correct or supplement any of your personal data with the **Accounts Department** , which will undertake as soon as practicable.
- Request the destruction of your personal data. The **Directors** will consider your request in light of any other laws or regulations prohibiting **ChannelPort (PTY) Ltd** 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 012 0040 310 if you wish to make a request.

**Contact details:**

Name: Lani Botha

Address: 251 Jean Avenue

Phone Number: 012 0040 310

E-mail: [lanib@channelport.co.za](mailto:lanib@channelport.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 [lanib@channelport.co.za](mailto:lanib@channelport.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)**

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)