

PRIVACY NOTICE

At Label & Litho we are committed to protecting the privacy of all stakeholders and to ensure that personal information is collected and used properly, lawfully and transparently. This Notice explains how we obtain, use and disclose your personal information.

“We”, “us” or “our” in this Notice refers to Label & Litho. The terms “personal information” and “process/ing” when used in this Notice shall bear the meanings as set out in the Protection of Personal Information Act 4 of 2013 (POPIA).

1. APPLICATION

- 1.1. This Notice applies to all of our services which you access through any of our platforms, including our website, mobile applications, emails, telephonic system or any other technology or service you use to communicate with us, or any information you share during in-person visits to our offices.
- 1.2. *Please note that by using our website you consent to this Privacy Notice. If you do not consent to this Notice, please do not continue to make use of our website.*

2. WHY WE COLLECT PERSONAL INFORMATION

- 2.1. We collect and process personal information that is relevant and necessary to fulfil our obligations, and to deliver and improve our products and services.
- 2.2. Examples of why personal information may be collected include:
 - To gather information for service delivery purposes, for example your name, email, fixed or mobile phone number, company name, VAT number, ID number, registration number, payment details, and your physical address;
 - To obtain online usage data to help us improve your online experience;
 - To confirm and verify your identity as an authorised user for security purposes, or for the detection and prevention of fraud, crime, money laundering or other malpractice;
 - To conduct market or customer satisfaction research or for statistical analysis;
 - For audit and record keeping purposes; and
 - In connection with legal proceedings.

3. HOW WE COLLECT AND USE YOUR INFORMATION

- 3.1. We collect information directly from you that you voluntarily provide to us, for example, when requesting a quote, making an enquiry, submitting a CV, or placing an order. Where possible, we will inform you what information you are required to provide to us and what information is optional.
- 3.2. Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information. Cookies are small files that are saved onto your computer, which track, save and store information about how you use our website. In some instances, these cookies are needed for the website to function. You can disable them in your browser, but this may interfere with the proper functioning of the website.
- 3.3. Information may also be collected from public resources.

4. HOW WE STORE INFORMATION

- 4.1. We keep your information only for as long as we need it to provide our platforms, products or services to you, or/and are required or allowed by law to do so.

5. HOW WE SHARE INFORMATION

- 5.1. We will not share personal information with any third parties, unless obliged to do so, for example:
- Companies that provide services to us or on our behalf, or enable us to provide services to you or operate the platforms;
 - In accordance with an applicable law or to conform to any other legal or regulatory requirement;
 - To comply with the requirements of existing or future legal proceedings; and
 - To prevent fraud, loss, bribery, or corruption.

6. HOW WE SAFEGUARD INFORMATION

- 6.1. Keeping in mind that no safeguards are 100% effective all of the time, we do take reasonable care to protect your personal information using reliable information security safeguards. The safeguards we use include administrative, technical and physical safeguards to protect your personal information and prevent loss, damage or unauthorised access to or disclosure of your information. We regularly check that these safeguards are correctly implemented and continually updated in response to new risks or any identified deficiencies.
- 6.2. Please note that any information you submit to us through the internet is at your own risk. Only once we receive your personal information will our security safeguards apply.
- 6.3. Our platforms may contain links to other websites or mobile applications. Please note, we have not evaluated nor control these third parties and are not responsible for the privacy practices of such other parties when you leave our platforms. We recommend you read the privacy statements of every website or application you visit which collects personal information.

7. YOUR RIGHTS

- 7.1. Access to information: You have the right to request a copy of the personal information we hold about you.
- 7.2. Correction or deletion of your information: You have the right to ask us to update, correct or delete your personal information. We would appreciate it if you would keep your personal information accurate.
- 7.3. We will require a copy of your ID document to confirm your identity before providing details of - or making changes to the personal information we hold.

8. CHANGES TO THIS NOTICE

- 8.1. We may occasionally update this Privacy Notice. Any updates to this Notice will be loaded onto our website. When using one of our platforms the current version of the Privacy Notice posted on the website applies to you. We encourage you to review this Privacy Notice whenever you access our platforms.

9. CONTACT US

- 9.1. If you have any queries or concerns regarding the use of your information, please contact us at info@label-litho.co.za.