



**PRIVACY
POLICY**

for the

**Protection Of
Personal Information**

NTE COMPANY (Pty) Ltd

("the Company")

Company Registration Number:

2006/018354/07

Including the subsidiaries of the Company:

Fibregro Products (Pty) Ltd

NTE (Pty) Ltd

Mimosa Extract Company (Pty) Ltd

Bondtite (Pty) Ltd

Pentrise (Pty) Ltd

Privacy Policy

In terms of the Protection of *PERSONAL* Information Act, No. 4 of 2013

(South Africa) (POPI)

(the "policy")

Company Address:

NTE House, Redlands Estate

1 George MacFarlane Lane

Wembley

Pietermaritzburg 3201

Definitions

1. **Customer** means any *Data Subject* for whom the Company provides a service, whether or not for reward.
2. **Data Subject** means the person to whom *PERSONAL* information relates.
3. **Domicilium citandi et Executandi** means a permanent address for the service of all notices.
4. **Filing system** means any structured set of *PERSONAL* information, whether centralised, decentralised or dispersed on a functional or geographical basis, which is accessible according to specific criteria.
5. **Information Officer** means in relation to a public body an information officer or deputy information officer as contemplated in terms of Section 1 or 17 of the Protection of *PERSONAL* Information Act, 4 of 2013, and in relation to a private body means the head of a private body as contemplated in Section 1 of the Promotion of Access to Information Act, 2 of 2000.
6. **Information Regulator** means the same as contained in the Protection of *PERSONAL* Information Act, 4 of 2013.
7. **Operator** means a person who processes *PERSONAL* information for a **responsible party** in terms of a contract or mandate, without coming under the direct authority of that party.
8. **Person** means a natural person or a juristic person.
9. **PERSONAL Information** means the same as defined in Section 1 of the Protection of *PERSONAL* Information Act, 4 of 2013, and means information relating to an identifiable, living, natural person and where it is applicable, an identifiable, existing juristic person, including, but not limited to:
 - a) information relating to the race, sex, pregnancy, marital status, national, ethnic, or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person;
 - b) information relating to the education or the medical, financial, criminal or employment history of the person;
 - c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other assignment to the person;
 - d) the biometric information of the person;
 - e) the personal opinions, views, or preferences of the person;
 - f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
 - g) the views or opinions of another individual about the person; and
 - h) the name of the person if it appears with other *PERSONAL* information relating to the person or if the disclosure of the name itself would reveal information about the person.

10. **Policy** means this document as adopted by the Company which shall be the governing and guiding document to the Company, its employees, service providers and customers.
11. **Processing** shall bear the same meaning as contained in Section 1 of the Protection of *PERSONAL* Information Act, 4 of 2013 and means any operation or activity or any set of operations, whether or not by automatic means, concerning *PERSONAL* information, including:
 - a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - b) Dissemination by means of transmission, distribution or making available in any other form; or
 - c) Merging, linking, as well as restriction, degradation, erasure, or destruction of information.
12. **Protection of *PERSONAL* Information Act** means the Protection of *PERSONAL* Information Act, 4 of 2013 and the regulations thereto and is abbreviated for the purposes of convenience as “POPI”, “POPIA” or “POPI Act”.
13. **Record** means any recorded information and shall bear the same meaning as contained in Section 1 of the Protection of *PERSONAL* Information Act and means:
 - a) Regardless of form or medium, including any of the following:
 - i. writing on any material;
 - ii. information produced, recorded, or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
 - iii. label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
 - iv. book, map, plan, graph or drawing;
 - v. photograph, film negative, tape or other device in which one or more visual images are embodied to be capable, with or without the aid of some other equipment, of being reproduced;
 - b) in the possession or under the control of a responsible party;
 - c) whether or not it was created by a responsible party; and
 - d) regardless of when it came into existence.
14. **Responsible Party** means a public or private body or any other person who, alone or in conjunction with others, determines the purpose of and means for processing *PERSONAL* information as defined in Section 1 of the Protection of *PERSONAL* Information Act, 4 of 2013 and in terms of this policy shall refer to the Body Corporate.
15. **Regulator** means the Information Regulator established in terms of section 39 of the POPI Act.
16. **Statutes** shall mean any Act of the Republic of South Africa which requires the submission of *PERSONAL* information from time to time, to a body designated by such statutes;

17. **Supplier** means any provider of goods or services, whether for reward or not, for whom *PERSONAL* Information is required as part of the service offering of the Company, from time to time.

Context for this Policy

The Company is committed to respecting the privacy of the *PERSONAL* information of its customers, suppliers and employees as required to carry out the Company's service offering and to conduct its business in a lawful manner.

In this policy we state how we process *PERSONAL* data collected from you from time to time, in the normal course of providing a service or conducting our business.

Purpose of Policy

The purpose of this policy is to enable the Company to:

Give effect to the right to privacy of all customers and suppliers and employees, as envisaged in the Constitution of the Republic, by safeguarding *PERSONAL* information;

Protect important interests, including the free flow of information within the Republic;

Regulate the way *PERSONAL* information of customers and suppliers may be lawfully collected and processed in terms of the POPI Act;

Provide persons with the necessary rights and remedies to protect the customers, suppliers, and employee's *PERSONAL* information, where such information is not processed lawfully in terms of the POPI Act and this policy;

To protect the Company, its customers, suppliers, and employees, from the consequences of breach of its responsibilities in terms of the Act.

Please note that all services provided by the Company to customers and all dealings with suppliers will be effected subject to such customers and suppliers agreeing to the provisions of this policy.

Scope

Who does the Policy apply to?

This policy shall apply to all directors, employees, customers, and service providers of the company who shall conduct themselves in terms of this policy in relation to all business-related matters.

Please note the following regarding this policy:

This policy is a Company Policy.

Customers and Suppliers are their own businesses and will therefore be subject to their own company privacy policy.

Once this policy is adopted, it will be available on request from the Information Officer. Amendments to this policy may be made from time to time and the latest amended policy will be available to view on the company website: <https://www.nte.co.za> The onus is on stakeholders to familiarize themselves periodically with the latest policy as published on the website.

Collection and Use of Information (Processing)

The Company shall collect and use information for the purpose of providing a service to its

customers and in the carrying out of its business. For this purpose, the Company shall implement the following eight conditions, which are required for the Company to be compliant in terms of the POPI Act.

1. Accountability

The Company shall always endeavour to comply with these eight conditions for compliance.

2. Processing Limitation

The Company shall only process information that meets the following conditions:

The processing must be lawful and not infringe the privacy of the data subject;

The *PERSONAL* information must relate to the purpose for which it is required and must be adequate, relevant, and not excessive;

The Data Subject consents to the processing;

The processing is required and in the interest of the Data Subject and is required for the purposes for which the Company offers a service and conducts a business;

Should the Data Subject object to the processing of *PERSONAL* information, the Company shall forthwith desist from further processing of such information;

PERSONAL information shall be collected directly from the Data Subject or their legally authorised agent, or from a public source provided that such public source meets the requirements of the POPI Act.

3. Purpose Specification

The following shall apply to the collection and retention of *PERSONAL* information:

The Company shall collect *PERSONAL* information only in so far as the information is required for the Company to render the service for which it has been engaged by the Customer and to conduct its business in a lawful manner;

The Company shall retain the *PERSONAL* information for as long as it is required to deliver the service and conduct its business and no longer;

The Company shall utilise *PERSONAL* information pertaining to a Customer only to the extent required by law and to enable the Company to fulfil its service offering obligations to its customers and suppliers;

The Company shall delete/destroy *PERSONAL* information relating to the Data Subject as soon as such information becomes redundant – as set out in Section 14 of the POPI Act;

4. Further Processing Limitation

The Company may further process *PERSONAL* information to the extent that it is compatible with the original purpose for which it was collected;

The Company may further process *PERSONAL* information to the extent that it is required in terms of Section 15 of the POPI Act.

5. Information Quality

The Company policy is that the Data Subject is responsible for the completeness, accuracy and veracity of *PERSONAL* information provided/collected; The Company shall take reasonable and practicable steps to ensure that such *PERSONAL* information is complete, accurate, not misleading, and up to date.

6. Openness

The Company shall maintain *PERSONAL* information documentation under its responsibility as referred to in section 14 or 51 of the Promotion of Access to Information Act;

The Company when collecting *PERSONAL* information shall take reasonably practicable steps to ensure that the Data Subject is aware of:

The information being collected;

The source of the information collection;

The purpose for which the information is being collected;

Whether or not the supply of the information is voluntary or mandatory;

The Company details;

Any further information as may be appropriate and as provided for in Section 18 of the POPI Act.

7. Security Safeguards

The Company shall take all appropriate and reasonable steps to secure the integrity and confidentiality of *PERSONAL* information, such steps shall be aimed at:

preventing the loss of or damage to such information;

preventing unlawful access to or processing of *PERSONAL* information.

Where the Company engages an Operator to process *PERSONAL* information, the Company shall take the same steps as provided for in Section 0 above.

The Company shall notify the Data Subject in the event of a security compromise as provided for in Section 22 of the POPI Act.

8. Data Subject Participation

The Company shall attend to all reasonable requests for *PERSONAL* information confirmation by a Data Subject.

The Company shall update its *PERSONAL* information records, as and when requested by a Data Subject;

The Company shall attend to such preceding requests in terms of sections 18 and 53 of the Promotion of Access to Information Act, such requests as provided for in section 23 of this Act.

Direct/Unsolicited Marketing

The Company shall not disclose Data Subject *PERSONAL* information for marketing purposes unless expressly agreed to in writing by the Data Subject.

Complaints about PERSONAL information/data

Should a Data Subject wish to raise a complaint on how the Company has handled *PERSONAL* data, he or she can contact the information officer as contained in table below.

Should you not be satisfied with our response or are of the opinion that your *PERSONAL* data is not being processed in accordance with the POPI Act, a complaint can be submitted to the Information Regulator on: telephone +27 (0)10-0235207; or on inforeg@justice.gov.za, in the prescribed **Part II of Form 5 to the POPI Regulations**.

Any person can submit a complaint to the Information Regulator in the prescribed **Part I of Form 5 to the POPI Regulations**.

Information Officer

The information officer must, in addition to the responsibilities referred to in section 55(1) of the POPI Act, ensure that:

This compliance framework is developed, implemented, monitored, and maintained.

That a person information impact framework is done to ensure that adequate measures and standards exist to comply with the conditions for the lawful processing of *PERSONAL* information.

Internal awareness sessions are conducted regarding the provisions of the Act, regulations made in terms of the Act, codes of conduct, or information obtained from the Regulator.

The Information Officer shall be an official of the Company, whose details are recorded as follows:

Full Name	Bruce Ronald, Findlay
Email Address	bfindlay@nte.co.za
Contact Number	+27 (0)33-392 4800

Information Regulator

This Policy is subject to amendments which may arise from advisories as published by the Information Regulator from time to time and the latest amended policy will be available on the company website: <https://www.nte.co.za>