

[Tearra Investments t/a Igloo Durban]



Who we are:

Manufacturers and suppliers of commercial refrigeration, cold and freezer rooms and airconditioning.

The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Physical and postal address
- Company registration and vat numbers

How we collect the personal information and what we use is for:

Most of the personal information we process is provided to us directly by you(the customer) for one of the following reasons:

- Quotations
- Invoicing purposes
- Deliveries
- Future business

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

- Google, if the number we have on the system is incorrect or unavailable.
- Social media platforms

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

- Send out quotations
- Invoice the customer
- Follow up calls/emails/visits.

We may share this information with:

- -

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 office use only.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to info@igloosa.co.za.
- You may also request Igloo to correct or supplement any of your personal data which Igloo will undertake as soon as practicable.
- Request the destruction of your personal data. Igloo will consider your request in light of any other laws or regulations prohibiting us 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 083 462 3475 if you wish to make a request.

Transferring information out of South Africa:

Contact details:

Name:

Address:

Phone Number:

E-mail:

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at info@igloosa.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)

Complaints email: complaints.IR@justice.gov.za