

COASTAL MANUFACTURING CC - Privacy Policy

BACKGROUND:

Coastal Manufacturing cc understands that your privacy is important to you and that you care about how your personal information is used. We respect and value the privacy of all our customers and we will only collect and use personal information in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. INFORMATION ABOUT US:

Coastal Manufacturing cc

Registration number: 1986/008497/23

VAT number: 4520120983

Registered address: Unit 17, Bridge Park, 316 Chris Hani Road, Durban

Postal Address: P O Box 40794, Red Hill, 4071

Information Protection Officer: Ian Overall

2. WHAT DOES THIS NOTICE COVER?

This Privacy Information explains how we use your personal information: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal information.

3. WHAT IS PERSONAL INFORMATION?

Personal information is defined by the Protection of Personal Information Act 4 of 2013 as information that identifies and characterises a data subject.

Personal information is, in simpler terms, refers to any information about you that enables you to be identified. Personal information covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location information, and other online identifiers.

The personal information that we use is set out in Part 5, below.

4. WHAT ARE MY RIGHTS?

Under POPI, you have the following rights, which we will always work to uphold:

1. The right to be informed about our collection and use of your personal information. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
2. The right to access the personal information we hold about you. Part 10 will tell you how to do this.
3. The right to have your personal information rectified if any of your personal information held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
4. The right to be forgotten, ie the right to ask us to delete or otherwise dispose of any of your personal information that we have. Please contact us using the details in Part 11 to find out more.
5. The right to restrict (ie prevent) the processing of your personal information.
6. The right to object to us using your personal information for a particular purpose or purposes.
7. The right to information portability. This means that, if you have provided personal information to us directly, we are using it with your consent or for the performance of a contract, and that information is processed using automated means, you can ask us for a copy of that personal information to re-use with another service or business in many cases.

8. Rights relating to automated decision-making and profiling. We do not use your personal information in this way.
9. For more information about our use of your personal information or exercising your rights as outlined above, please contact us using the details provided in Part 11.

If you have any cause for complaint about our use of your personal information, you have the right to lodge a complaint with the Information Commissioner's Office.

5. WHAT PERSONAL INFORMATION DO WE COLLECT?

We may collect some or all of the following personal information:

- Name
- Address
- Email address
- Telephone number
- Business name

6. HOW DO WE USE YOUR PERSONAL INFORMATION?

Under POPI, we must always have a lawful basis for using personal information. This may be because the information is necessary for our performance of a contract with you. Your personal information will be used for the following purposes:

- Providing and managing a service to you.
- Supplying our products and services to you.
- Communicating with you, which may include responding to emails or calls from you and providing advice, as well as for invoicing purposes.

7. HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION?

We will not keep your personal information for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal information will therefore be kept whilst you are an active customer and as a reference in our financial systems whilst you are an inactive customer for historical reference and tax purposes.

8. HOW & WHERE DO WE STORE OR TRANSFER YOUR PERSONAL INFORMATION?

We will only store your personal information on our accounting program and we will not transfer your personal information to any third party. This means that it will be fully protected under the POPI Act.

The security of your personal information is essential to us, and to protect your information, we use the latest technology to protect all personal information.

9. DO WE SHARE YOUR PERSONAL INFORMATION?

We will not share any of your personal information with any third parties for any purposes, unless we are legally required to share certain personal information, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION?

If you want to know what personal information we have about you, you can ask us for details of that personal information and for a copy of it (where any such personal information is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. There is not normally any charge for a subject access request, unless your request is deemed 'manifestly unfounded or excessive' (for example, if you make repetitive requests) in which case a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 21 days. Normally, we aim to provide a complete response, including a copy of your personal information within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. HOW DO YOU CONTACT US?

To contact us about anything to do with your personal information and information protection, including to make a subject access request, please use the following details for the attention of Karren Language:

Email address:	coman@iafrica.com
Telephone number:	031-563 6101
Postal Address:	P O Box 40794, Redhill, KZN 4071

12. CHANGES TO THIS PRIVACY NOTICE:

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal information protection. Any changes will be made available on our website.