



Craison Hygiene CC

Privacy Notice

Introduction:

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

Craison Hygiene CC, CK 1998/061198/23 (www.craison.co.za) is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

Who we are:

Craison Hygiene CC is a National service provider in the Facilities Management field providing a range of services to clients in the clients in sectors from Corporate & Mining to Government

The type of personal information we collect:

We currently collect and process the following information, include but not limited to:

- (a) information relating to the race, gender, 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, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person

Craison Hygiene CC collects and processes your personal information mainly in relation to contracts signed for services provided to your company. We may further collect additional personal information for the purposes of better understanding your requirements, and delivering specified services accordingly.

We collect information directly from you where you provide us with your personal details. We will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

How we get the personal information and what we use it for:

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

- Contact information when a new contract is entered into;

- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research
- For audit and record keeping purposes;
- In connection with legal proceedings.

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

- We may receive personal information from our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that third party service providers comply with the privacy requirements as required by the Protection of Personal Information Act.

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

- We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for optimisation purposes, enabling us to provide you with an enhanced service experience from Craison Hygiene CC.
- Accounting/invoicing purposes

We may share this information with:

- We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that these third party service providers comply with the privacy requirements as required by the Protection of Personal Information Act.
- We may also disclose your information for legal purposes
- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

Collection of Information by “Cookies”

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a Website can use to recognise repeat users, facilitate the user's ongoing access to and use of the Website and allow a Website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our Website.

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 are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Hard Copy: all current information is stored in locked offices. Archived documentation is stored and managed through as a third party a secure storage facility making use of box storage. Sensitive information storage is done through the same third party's data vaults which provide secure access control and additional levels of security

Electronic information is stored on a secure Cloud server with strict access restrictions.

We keep your information as per our Data Retention Policy. We will then dispose your information as per our Data Destruction Policy.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to Yolanda Cloete (privacy@craison.co.za). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request Craison Hygiene CC to correct or supplement any of your personal data which Craison Hygiene CC will undertake as soon as practicable.
- Request the destruction of your personal data. Craison Hygiene CC will consider your request in light of any other laws or regulations prohibiting Craison Hygiene CC 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 Yolanda Cloete (popi@craison.co.za) if you wish to make a request.

Contact details:

Name: Yolanda Cloete

Address: 33 Genl van Ryneveld Street, Persequor Park, 0020

Phone Number: 012 818 7000

E-mail: popi@craison.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 popi@craison.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: PAIAcomplaints@info regulator.org.za

General inquiries email: enquiries@info regulator.org.za