

Privacy Notice

Marine and Refrigeration Engineering — issued in terms of the Protection of Personal Information Act, 4 of 2013 (“POPIA”)

1. Who this notice covers

This Privacy Notice explains how Marine and Refrigeration Engineering (Pty) Ltd (1995/004127/07), Marine and Refrigeration Engineering (Gauteng) (Pty) Ltd (2004/034128/07), and Marine and Refrigeration Engineering (KwaZulu-Natal) (Pty) Ltd (2013/009838/07) (together, “MRE”, “we”, “us” or “our”) collect, use, share, and protect personal information, in accordance with POPIA.

This notice covers our customers/clients and our suppliers/service providers. Employees, past employees, and recruitment candidates are covered separately in a dedicated Employee Privacy Policy.

2. Contact details

If you have questions about this notice or how we handle your personal information, you can contact our Information Officer:

Role	Details
Information Officer	Uwe Miksch — uwe@mre.co.za — 021 551 0575
Deputy Information Officer	Shimone Smith — shimone@mre.co.za — 021 551 0575
Physical address	1 Trio Park, Printers Way, Prime Park, Montague Gardens, 7441
Postal address	P.O. Box 864, Milnerton, 7435
Website	www.mre.co.za

3. What personal information we collect

The personal information we collect depends on our relationship with you:

Customers and clients

- Full name and surname, ID number
- Physical, postal and email address
- Banking details
- Income tax number
- Company name and registration number (where you represent a business)

Suppliers and service providers

- Name, address
- Registration number and VAT number
- Banking details

4. Why we process your personal information

Category of data subject	Purpose
Clients	To provide our goods and services; to comply with legislation
Service providers / suppliers	To manage the supplier relationship; to comply with legislation

5. Our lawful basis for processing

We only process personal information where POPIA permits us to. For our customers and suppliers, this is principally:

- necessary to perform our contract with you — for example, to deliver goods or services, or to manage a supplier relationship; and

- necessary to comply with a legal obligation — for example, under tax, company or industry legislation.
- Where neither applies, we rely on our legitimate interests (for example, fraud prevention or record-keeping), provided this does not override your own interests and rights.

6. Who we share your information with

We may share personal information with the following categories of recipients, only to the extent necessary for the purposes listed:

Category of personal information	Recipient
Customer, supplier and company information required for B-BBEE audit purposes	Verification agencies
Information required for statutory audits	Auditors
Customer, supplier and company records	Our IT service provider (for business continuity and safeguarding of records)

7. Cross-border transfers

We do not transfer personal information to any third party outside South Africa.

8. How we protect your information

We have implemented technical and organisational security measures to protect the confidentiality, integrity and availability of personal information, including:

- restricting access to personal information to authorised personnel only, via secure logins on managed devices;
- encrypting all local and offsite backups, with access limited to authorised personnel;
- Data Loss Prevention (DLP) policies to prevent misuse of data;
- anti-virus protection on all computers and servers; and
- firewall intrusion detection and prevention systems (IDS/IPS).

9. How long we keep your information

We keep personal information for as long as required under the Companies Act, 71 of 2008, and the Tax Administration Act, 28 of 2011 (whichever period is longer for the record concerned), after which it is securely destroyed or deleted.

10. Your rights

Subject to POPIA, you have the right to:

- be informed that we hold personal information about you;
- request access to the personal information we hold about you;
- request correction or deletion of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained;
- object to the processing of your personal information, on reasonable grounds;
- withdraw consent, where processing is based on consent; and
- lodge a complaint with the Information Regulator.

Requests for access to records are handled in terms of our PAIA Manual, available on request from our Information Officer or at www.mre.co.za.

11. Complaints to the Regulator

If you believe we have not complied with POPIA, you may lodge a complaint with the Information Regulator:

- Email: PAIAComplaints@inforegulator.org.za
- Email: POPIAComplaints@inforegulator.org.za
- Address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg.

12. Changes to this notice

We may update this Privacy Notice from time to time. The latest version will be published in the footer of www.mre.co.za.