

Privacy Policy

Supertech Group (Proprietary) Limited, is a company incorporated in the Republic of South Africa, (in this document referred to as "SUPERTECH") operates a marketing promotions business. SUPERTECH offers and sells branded merchandise goods and products. The website is established in relation to product and service offerings by SUPERTECH.

When you browse our site, we may use cookies to tailor your experience and hopefully provide you with a more efficient online experience. When you purchase a goods, services or product from the website, we will use the information to ensure the purchase is processed. Your information is also used to keep you updated with future goods, services or product that maybe of interest to you.

You are required to read this Privacy Policy so that you understand our approach towards the use of your personal information.

By submitting your information to us you will be treated as having given your permission-where applicable and appropriate for disclosures referred to in this policy and agree that we may collect, use and transfer your Personal information in accordance with the GDPR Standards/POPI Act.

Protection of Personal Information Act, 2013 ("POPI") can be viewed at;

<http://justice.gov.za/inforeg/docs/InfoReqSA-POPIA-act2013-004.pdf>

General Data Protection Regulation 2016/679 ("GDPR") can be viewed at;

<https://eur-lex.europa.eu/eli/reg/2016/679/oj>

If you do not agree with these terms kindly do not provide us with any personal information. This Privacy policy forms part of our terms and conditions of use. This notice explains how we obtain, use and disclose your personal information as is required under the Protection of Personal Information Act, 2013(POPI Act) and the GDPR Standards.

What Personal Information is Collected

When you create an account, we may collect your full credentials to make the registration process easy and to process your purchase of Products and or Goods you may have selected or any merchandise you may have bought on the Website.

The type of information we collect will depend on the purpose for which it was collected and used. We will only collect information that we need for that purpose. We collect information directly from you where you provide us with your personal information. We may also collect information about you from other sources, in this regard and with your consent we may also supplement the information that you provide to us with information we receive from other companies in our industry in order to offer you a more consistent and personalized experience in your interactions with us.

Should you decide to register as a user on the Website, we may require you to provide us with personal information which includes but is not limited to -

1. your name and surname;
2. your email address;
3. your physical address;
4. your gender;
5. your mobile number; and
6. your date of birth.

Should your personal information change, please inform us and provide us with updates to your personal information as soon as reasonably possible to enable us to update your personal information.

You may choose to provide additional personal information to us, in which event you agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.

How Personal Information is Used

We use your information to provide the services more especially in terms of processing your purchase, to personalize your experience, to provide customer support, and operate and maintain the product services offered on the website. The information you provide us with is collected and stored by us. We collect different types of information about you when you create an account, make purchases, contact us, and use our websites, apps and or access our social media accounts. We collect and use your information for various reasons these include ensuring your entitlement to the purchase made, to attend an event, sharing news regards speakers and new promotions, for marketing and as otherwise required by law

- We may also use your data to communicate with you, including by email, text or via our apps, about new events, updates, news about products and upcoming events or anything else we think may be of interest to you.
- We use your information in connection with legal claims, compliance, regulatory, and audit functions, and disclosures in connection with the acquisition, merger or sale of our business to protect our legitimate business interests and legal rights to protect our legal rights, interests and the interests of others.
- We may use your data in our enterprise services and in other services that we may provide We may share your information with business partner/s such as and as well as relative to SUPERTECH product offerings and services.
- We never rent or sell data about users unless it is anonymized. We may license or otherwise provide certain other data to third parties, provided we have received your consent to do so.

Information provided in relation to your purchase is handled by a verified third-party institution recognised by your paying bank. In ensuring the security of your information SUPERTECH may prepare codes of conduct, or amend or extend such codes, for

1. fair and transparent processing;
2. the legitimate interests pursued by controllers in specific contexts;
3. the collection of personal data;
4. the pseudonymisation of personal data;
5. the information provided to the public and to data subjects;
6. the exercise of the rights of data subjects;
7. the notification of personal data breaches to supervisory authorities
8. communication of such personal data breaches to data subjects;
9. out-of-court proceedings and other dispute resolution procedures for resolving disputes between controllers and data subjects with regards to processing, without prejudice to the rights of data subjects.
10. We will ensure that all of our employees, third party service providers, divisions, affiliates and partners (including their employees and third party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality obligations in relation to your personal information.
11. When you provide a rating or review of a Product, you consent to us using that rating or review as we deem fit, including without limitation on the Website, in newsletters or

other marketing material. The name that will appear next to that rating or review is your First Name, as you would have provided upon registration. If you do not agree to this, please do not put any ratings or reviews on the Website. We will not display your Last Name, nor any of your contact details, with a rating or review

The Information we Collect and How we get it

When you create an account or purchase a products, goods or offerings, we will collect your contact and billing information.

When you make a purchase, we will receive your information from the website. This may include your name, contact details and product purchase information.

When you use our websites or apps, we may collect information such as the browser and device you're using, your IP address, your location, the site you came from, what you did and didn't use on our site/app or the site you visit when you leave us.

When you use a social media feature within our website or apps, and you post to social media platforms, the social media site will provide us with some information about you.

Transborder Flow of Information

Other than previously described all information is processed by SUPERTECH. All information is processed in the Republic of South Africa. We may transfer your information to foreign countries mainly for retention purposes or if our service providers are cross border or use systems cross border. If you continue to use our website, you expressly agree that we may transfer the information cross border for these purposes. We will only share information cross border with recipients who have laws aligned to POPI/GDPR Standards or who entered into an agreement with us to include the relevant POPI principles/GDPR Standards.

Legal Basis for Processing

SUPERTECH shall implement appropriate technical and organisational measures for ensuring that, by default, only personal data which is necessary for each specific purpose of the processing are processed. That obligation applies to the amount of personal data collected, the extent of their processing, the period of their storage and their accessibility. Such measures shall ensure that by default personal data are not made accessible without the individual user's intervention.

SUPERTECH shall use only processors who provide sufficient guarantees to implement appropriate technical and organisational measures in such a manner that processing will meet the requirements of the Regulations prescribed under POPI/GDPR and ensure the protection of the rights of the user.

The processor and any person acting under the authority of SUPERTECH who has access to personal data, shall not process that data except in accordance with SUPERTECH's directive as required by law.

How Information is Stored

The data we collect is processed in the Republic of South Africa. We may transfer your information to foreign countries mainly for retention purposes or if our service providers are cross border or use systems cross border at a destination outside the Republic of South Africa. Data is stored outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who works for us or for one of our suppliers. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

SUPERTECH undertakes that it will maintain a record of processing activities under its responsibility that contains:

- the purposes of the processing;
- a description of the categories of data subjects and of the categories of personal data;
- the categories of recipients to whom the personal data have been or will be disclosed including recipients in third countries or international organisations;
- where applicable, transfers of personal data to a third country or an international organisation, including the identification of that third country or international organisation and, in the case of transfers referred to in the second subparagraph of Article 49(1), the documentation of suitable safeguards;
- where possible, the envisaged time limits for erasure of the different categories of data;
- where possible, a general description of the technical and organisational security measures referred to in Article 32(1).
- each processor and, where applicable, the processor's representative shall maintain a record of all categories of processing activities carried out on behalf of SUPERTECH that contains the name and contact details of the processor or processors and of each

controller on behalf of which the processor is acting, and, where applicable SUPERTECH's or the processor's representative, and the data protection officer;

- the categories of processing carried out by or on behalf of SUPERTECH;
- where applicable, transfers of personal data to a third country or an international organisation, including the identification of that third country or international organisation and, in the case of transfers a documentation of suitable safeguards in place in accordance with GDPR;
- the records referred shall be in writing, including in electronic form.

Disclosure of Personal Information

We may disclose your information to our business partners who are involved in the delivery of products to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your personal information with and obtain information about you from third parties for the purposes listed above, other companies in our industry when we believe it will enhance the services, we can offer to you but only where you have not objected to such sharing.

We may also disclose your information where we have a duty or a right to disclose in terms of law or industry codes or where we believe it is necessary to protect your rights.

Access and Control of Personal Information

You may access and update or request that your information be deleted by e mailing us at the contact details set out below.

You have a right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses listed herein and specify what information you would like, we will take all reasonable steps to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to payment of a legally allowable fee as laid down in the Protection of Personal Information Act.

You have the right to obtain from SUPERTECH confirmation as to whether personal data concerning you is processed and if that is the case, access to the personal data and the following information:

- the purposes of the processing;
- the categories of personal data concerned;
- the recipients or categories of recipient to whom the personal data have been or will be disclosed to recipients in third countries or international organisations;
- where possible, the envisaged period for which the personal data will be stored or the criteria used to determine that period;
- the right to request from the SUPERTECH rectification or erasure of personal data or restriction of processing of personal data you or to object to such processing;
- the right to lodge a complaint with a supervisory authority;
- where the personal data is not collected from the data subject, any available information as to its source;
- where personal data is transferred to a third country or to an international organisation, the data subject shall have the right to be informed of the appropriate safeguards pursuant to Article 46 relating to the transfer.
- SUPERTECH shall provide a copy of the personal data undergoing processing. For any further copies requested by the data subject, SUPERTECH may charge a reasonable fee based on administrative costs. Where the data subject makes the request by electronic means, and unless otherwise requested by the user, the information shall be provided in commonly used electronic form.

Your Rights on Use

You have the following rights in respect of your use of the website and your information

1. To stop receiving our marketing material, you can email us at the contact details below,
2. To opt out of the use of cookies and tracking tools, you may need to adjust your browser settings, or you can e mail us at the contact details below.
3. You also have rights over how your personal information is used including the right to object to our processing of your data.
4. The right to request that your information be erased or restricted from further use.
5. The right to request a copy of the information we hold about you.
6. The right to correct, amend or update information you have given us by e mailing us at contact details below.

7. The right to contest any automated decision we make about you.

Policy towards Children

Children's information and special personal information in accordance with the POPI Act

We do not intentionally collect or use information of children (persons under the age of 18 years) unless with consent. Our intention is to only process information of children with the consent of a competent person (someone like the parent or guardian or if the law otherwise allows or requires us to process such information). Persons under the age of 18 are not allowed access to the website other than when assisted and with consent of a parent or legal guardian.

Changes to our Privacy Policy

Privacy policy is subject to the change and is subject to any changes required by GDPR standards and the POPI Act. You will be advised accordingly.

Retention of Information

We retain information in accordance with the required retention periods in law or for legitimate business purposes. We will only retain your information for the purposes explicitly set out in this policy. We may keep information indefinitely in a de-identified format for statistical purposes.

Data Breaches

We have security measures in place to protect your information. The security measures we use will depend on the type of information collected.

We may sometimes use shared services outside the Republic of South Africa. Your information is transferred this way we will appropriate strict rules to ensure that your data is still protected to a high standard. When we do this we will ensure that appropriate safeguards are put in place in accordance with POPI and GDPR.

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors (if any) to all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen. We will report any security breaches to the Information Regulator and to the individuals or companies involved. If you want to report any concerns about our privacy

practices or if you suspect any breach regarding your information, kindly notify us by sending an email

Limitation of Liability

SUPERTECH's liability to you is strictly limited and you are referred to terms and conditions of use.

Whilst we will do all things reasonably necessary to protect your rights of privacy, **we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your personal information**, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.

If you disclose your personal information to a third party, such as an entity which operates a website linked to this Website or anyone other than Supertech Group, **Supertech Group shall not be liable for any loss or damage, howsoever arising, suffered by you as a result of the disclosure of such information to the third party**. This is because we do not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.

Law and Disputes

This Privacy Policy will be governed by and interpreted in terms of South African laws without limitation it may be governed and interpreted in accordance with the laws of the country or territory in which you are located.

Contact Us

If you have any questions or concerns regarding this Privacy Policy, please send a detailed message to

Legal disclosure in terms of section 43 of the Electronic Communications and Transactions Act 25 of 2002.

a. Site owner:

SUPERTECH GROUP (PROPRIETARY) LIMITED

b. Legal status:

SUPERTECH GROUP (PROPRIETARY) LIMITED is a private company, duly incorporated in terms of the applicable laws of the Republic of South Africa.

c. Registration No:

2016/133986/07

d. Director(s):

UBAID TAYOB

e. Description of main business of:

sale and marketing of branded products and merchandise.

f. E-mail address:

preona.naidoo@supertechgroup.co.za

g. Website address:

www.supertechtorque.co.za

h. Postal Address:

8 Cliff Crescent, Bellair, Durban Kwa Zulu Natal, South Africa