



PRIVACY STATEMENT

Your personal information is important, and we are committed to protecting it, respecting it, and keeping it confidential.

We intend to comply with applicable guidelines of Data Protection Legislation in place from time to time and all our employees have been asked to adhere to the guidelines that the legislation sets out.

This privacy statement sets out the basis on which we will process any personal data that we collect.

1. The privacy statement applies to visitors to the website, our partner portal and to any of customers, vendors and service providers with whom we interact and engage.
2. The information that we may collect from you:
 - a. The information you provide when s.
 - b. The information you might be provided to us:
 - i. verbally or by email or by automatic data transmission in response to e-commerce interactions; and
 - ii. could occur when you are completing application forms or purchasing online or filling in contact forms on websites or rsvps; and/or
 - iii. when we are recording an opportunity or providing engineering support or whilst creating transactional documents such as quotations, invoices, or purchase orders.
 - c. The information we may collect from you and retain includes:
 - i. Names
 - ii. Addresses
 - iii. Phone numbers
 - iv. Email addresses
 - v. Online chat addresses
 - vi. Social media information or profiles (eg LinkedIn)
 - vii. Basic details about your company
 - viii. Your company's bank account information
 - ix. Information regarding your customers
 - x. IP Addresses, login information and browser type.
3. We use or disclose this information:
 - a. For Internal record keeping; and/or
 - b. To provide details to our bank, credit insurers and logistics partners; and/or
 - c. To provide quotations or pre- or post-sales support; and/or



- d. To meet the information sharing obligations we have with our suppliers, business partners and sub-contractors in the performance of the contract we have with them or you; and/or
 - e. To keep you informed about our service offerings and products; and/or
 - f. To send you purely business-related communications which could include quotations, orders, shipment notifications, promotional mailers and business or product updates; and/or
 - g. If required by law.
4. Once we have your information, we protect it as follows:
- a. We take all reasonable steps to prevent unauthorised access to it by trying to ensure that it is protected and secure.
 - b. We treat your information with as much care as we would our own.
5. Please note that:
- a. We do rely on cloud-based software service providers to provide systems in our business and those service providers may store the data in various datacentres in South Africa or elsewhere in the world. We have selected only very well-known, widely used and reputable service providers.
 - b. Unfortunately, the transmission of data on the internet is not completely secure and so we cannot guarantee the security of your data and accordingly any transmission is at your risk.
 - c. Our website may contain links to other websites. Please note that we do not have any control over those the other websites to which these links may take you. Accordingly, those sites are not governed by this privacy statement.
6. We will not sell your information to third parties, and we will not knowingly share your information with third parties for the purpose of them marketing to you.
7. You do have the right to request that we erase (or deactivate to prevent its further usage) your personal data.
8. Changes to this privacy statement will be posted on www.xrworks.co.za.