

# EASTVAAL MOTOR HOLDING (PTY) LTD

## Privacy statement

### 1. Introduction

Eastvaal Motor Holdings (Pty) Ltd respect the right to the privacy and confidentiality of personal information and are committed to protecting that privacy by ensuring that all personal information is collected and used properly, lawfully, and transparently.

Considering this, we have developed and adopted this Privacy Statement who applies to Eastvaal Motor Holdings (Pty) Ltd and all its subsidiary companies, employees, suppliers, service providers and all living persons be it a natural or juristic person.

### 2. Purpose

This statement will help our customers understand how Eastvaal Motor Holding (Pty) Ltd and all our subsidiary companies use and protect the personal information provide to us when a customer:

#### 2.1 Purchase a vehicle

We either collect Personal Information directly from our customer or through an intermediary to assist us with the licensing and registration of the vehicle being purchased by the customer.

#### 2.2 Finance and insure a vehicle

The personal information that we collect from our customers relates solely to the information we need for our customers to finance a vehicle or enter into an insurance contract which we are licensed for. This information is obtained direct from our customer and in some instances from an intermediary and only used for the purposes noted above.

#### 2.3 Service a vehicle

The customer provides us with selected personal information to book the vehicle in for the service; invoicing purposes and in selected instances, where the customer requires information on special offering relating to products that might be beneficial specifically relating to vehicle services. In this instance, we do obtain the customer's consent prior to distribution of such information to the customer.

#### 2.4 Purchase vehicle parts

As part of our customer take-on process, we require certain information for due diligence and invoicing purposes. This information will not be used for any other purpose.

## **2.5 Visiting our website**

When customers visit our website, we automatically collect certain information about the customer's device, including information about the customer's web browser, IP address, time zone, and some of the cookies that are installed on the customer's device.

Additionally, as the customer browse the Site, we collect information about the individual webpages or products that the customer view, what websites or search terms referred the customer to the site, and information about how the customer interact with the site. This is done to better our customer's browsing experience on our website and we refer to this automatically collected information as "Device Information."

"Device Information" is collected by using Cookies. "Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. Cookies are necessary for the functionality of the website.

Please visit <http://www.allaboutcookies.org> for more information about cookies, and how to disable cookies.

## **2.6 Receive marketing material**

We provide marketing material via Facebook, LinkedIn, SMS, Email, and websites. These notifications are only sent to our customers who consent to receiving such information. Our customers can opt out of receiving these notifications by clicking on the **Opt Out** button at any given time.

## **2.7 Quality Control Calls**

We are forever striving to provide an exceptional service to our customers, and you may be contacted by our selected service provider to establish whether you have any complaints, queries or compliments relating to the service that we have provided to you.

## **3. Data processing and sharing**

The processing of personal information is carried out using computers and/or IT-enabled tools, following company procedures strictly related to the purposes we have mentioned. In some cases, the information will be accessible to all persons involved within our operations, including platform providers and their staff.

We will only share your personal information with other persons if you have consented to such disclosure. If consent has been obtained, we may share your personal information with third parties who are involved in the delivery of services to you.

## **4. Data retention**

The personal information collected will be retained for the period necessary for achieving the purposes mentioned above or longer if we are required to do so by law.

We take appropriate security measures to prevent loss of personal information, unauthorised access, disclosure, modification, or unauthorised destruction of the data. We store all the personal information in secured environments.

## 5. Our customer's rights

We will only use the personal information of our customers for the purposes mentioned under number 2 above. Our customers have the right to:

- 5.1 Object to processing of their personal information for any reasons.
- 5.2 Request to review the personal information contained by us at any time.
- 5.3 Request us to update the personal information contained by us at any time.
- 5.4 Request copies of personal information contained by us at any time.
- 5.5 Request us to remove personal information contained by us, which we will do unless we are required to keep said information in terms of legislation.
- 5.6 Submit a complaint to the Information Regulator alleging interference with the protection of his/her personal information.

***To exercise your rights in terms of numbers 5.1 to 5.5 above, please contact:***

**Information Officer :** Jaco Taljaard

**Physical address :** C/O Cowen Ntuli & Morkel Street  
Middelburg  
1095

**Postal address :** P.O. Box 974  
Middelburg  
1050

**Telephone number :** (013) 282 4681

**Email Address :** [jacot@eastvaal.co.za](mailto:jacot@eastvaal.co.za)

***To exercise your rights in terms of number 5.6 above, please contact:***

**Physical address :** JD House  
27 Stiemens Street  
Johannesburg  
2001

**Postal address :** P.O. Box 31533  
Braamfontein  
Johannesburg  
2017

**Email Address :** [info@justice.gov.za](mailto:info@justice.gov.za)

**Website :** [www.justice.gov.za](http://www.justice.gov.za)

## 6. Privacy Statement Changes

We may change this statement as and when required and will publish a notice on our website indicating the changes should it materially affect your use of our website or your understanding of how we process your personal information.