



Privacy Policy

1. Introduction

- 1.1. This document serves as the privacy policy ("Policy") of Sapor Rentals Proprietary Limited, ("The Company").
- 1.2. The Company values your privacy and is dedicated to handling personal information responsibly, lawfully, and securely, in accordance with the Protection of Personal Information Act, No. 4 of 2003 ("POPIA"). The Company, as the Responsible Party, are committed to you, as the Data Subject, to:
 - 1.2.1. Collecting and processing personal information in a fair and lawful manner and retaining such information only for clearly defined and lawful purposes;
 - 1.2.2. Using and sharing information in alignment with the purposes for which it was collected and ensuring such data is protected against unauthorised access or misuse;
 - 1.2.3. Maintaining information accuracy and keeping records up to date;
 - 1.2.4. Limiting information collection to what is necessary and relevant and storing data only as long as required for legitimate business or legal purposes; and
 - 1.2.5. Providing individuals with access to their personal information upon request.
- 1.3. In the interests of compliance with the Promotion of Access to Information Act, 2000, the Company offers you the opportunity to view our PAIA manual on our website: www.sapor.co.za

2. Policy Details

2.1. Personal Information collected or to be collected

We may gather the following types of personal information:

- 2.1.1. Demographic details such as race, gender, marital status, age, disability, and more;
- 2.1.2. Records related to education, employment, financial status, health, and legal history;
- 2.1.3. Contact information including full name, ID numbers, addresses, emails, and phone numbers;
- 2.1.4. Biometric data (for employees); and
- 2.1.5. Private or confidential correspondence additional communication records like emails or meeting notes that relate to you.

2.2. Sources of Information

- 2.2.1. We may enhance the information you provide by gathering additional information from third-party sources such as Google and compliance verification services to improve our service delivery and personalisation.

2.3. **Sharing of Personal Information**

- 2.3.1. We may share your information with our service providers for operational purposes. These entities are contractually obligated to handle personal data in accordance with strict confidentiality and security requirements.
- 2.3.2. Additionally, data may be shared with SPEKD IT

2.4. **Purpose of Processing Personal Information**

Your personal information may be used for the following reasons:

- 2.4.1. Managing our relationship with you by promoting and explaining our services and delivering requested services;
- 2.4.2. Supporting internal functions such as employee and/or client onboarding;
- 2.4.3. Performing credit checks and verifying identities;
- 2.4.4. Keeping contact details current and accurate;
- 2.4.5. Detecting and preventing fraud, crime, and non-compliance and auditing and maintaining business records;
- 2.4.6. Handling legal matters;
- 2.4.7. Improving our service delivery and customer engagement; and
- 2.4.8. Fulfilling legal obligations, including those under the Financial Intelligence Centre Act.

2.5. **Communication Monitoring**

Telephone calls and electronic communications may be recorded and monitored for:

- 2.5.1. Verifying instructions and transaction details;
- 2.5.2. Ensuring regulatory compliance; and
- 2.5.3. Preventing and investigating potential financial crimes.

2.6. **International Transfers**

- 2.6.1. Some service providers we engage operate outside South Africa, including within the European Union. Where information is transferred to jurisdictions lacking equivalent data protection laws, we ensure that adequate contractual safeguards are in place to maintain privacy standards equivalent to our own.

2.7. **Data Security**

2.7.1. We use appropriate security measures to prevent data breaches and have procedures in place to minimise any potential damage. While we strive to protect our systems, no security solution is completely foolproof. In the event of a breach, we will notify affected individuals and advise on protective steps they can take.

2.7.2. In accordance with applicable data protection laws, you have the right to:

2.7.2.1. Know what personal information we collect and how it's used and ask for access to the personal information we hold about you;

2.7.2.2. Ask which third parties have received your information;

2.7.2.3. Request corrections, updates, or deletion of outdated or incorrect personal information;

2.7.2.4. Receive your personal information in a portable format to transfer to another provider; and

2.7.2.5. Opt out of marketing communications.

2.7.3. Requests should be directed to our Deputy Information Officer. Please allow up to 21 business days for processing, as identity verification and compliance procedures may be necessary.

2.8. **Access to information**

2.8.1. In accordance with the PAIA manual, you may request:

2.8.1.1. to confirm with us whether we hold any information about you, at no cost;

2.8.1.2. the record of information held by us at a prescribed fee;

2.8.1.3. to request a description of the information held by us;

2.8.1.4. to update and correct any out-of-date or incorrect information we hold about you; and/or destroy or delete a record of information of you which we are no longer authorised to retain, and/ or update your communication preferences and / or unsubscribe from communications we may send you.

2.9. **Contacts**

2.9.1. As per POPIA, the Company has appointed an Information Officer and Deputy Information Officers responsible for privacy compliance:

Information Officer

Name: Natalie Pimentel De Jesus

Registration Number: 2025-005036

Deputy Information Officer

Names: Karen Erasmus

Contact Information:

Phone: 011 432 4321

Address: 11 Jakkalsbessie Avenue, Bassonia, Johannesburg, Gauteng

Emails: compliance@sapor.co.za

Website: www.saporgroup.co.za

2.9.2. Furthermore, the Information Regulator may be contacted

The Information Regulator (South Africa)

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, Gauteng

Phone: +27 10 023 5200

Email: POPIAComplaints@inforegulator.org.za

Website: www.inforegulator.org.za