

# Privacy Policy

## Introduction

Labchem (Pty) Ltd has a responsibility to respect and protect the privacy of everyone who visits our website. This Privacy Policy will explain how we collect, use, disclose and protect your Personal Information as required by the Protection of Personal Information Act, 2013 (POPI Act). This Privacy Policy will apply to all platforms that we may use, when we refer to platforms, we refer to websites or apps, social media platforms or any other technology or mechanism that you may use to interact with us.

By using our website or other platforms, you acknowledge that you have reviewed the terms of this Privacy Policy and Consent to Use of Personal Information and agree that we may collect, transfer and use your Personal Information in accordance with this policy and the POPI Act. If you do not agree with these terms, may choose not to provide Personal Information, this may affect our ability to support you as a customer or supplier.

This Privacy Policy will be reviewed periodically and may change after a review.

## Collection of Personal Information

We collect and process your Personal Information to allow you to use our services and purchase our products. We will only collect information which we require for business purposes or which we require in terms of the law. This information may be collected when you request a quote, complete a form (paper or electronic), request product information or purchase a product from us.

The type of information that we may collect and process (this list is not limited) is the following:

- Full name
- Identity numbers or passport numbers
- E-mail address, physical and postal address
- Telephone and mobile numbers

## How and When Your Information Will Be Used

Your Personal Information will be processed only for the purpose for which it was collected, below are some examples:

- When you browse our website
- Evaluate the use of the site and products
- To provide you with our products
- To create/maintain our relationship with you
- To market products, services or other offerings
- To conduct verification checks
- For audit and record keeping purposes
- For market research purposes
- To respond to queries or comments
- As required by legislation, regulation or industry codes

## Disclosure of Personal Information

We may share your Personal Information but it will only be with approved third-party providers and it will only be shared if it is necessary for the purposes agreed to, some of which are mentioned above, or for purposes which the law requires.

### Protection of your Personal Information

We make use of reliable service providers to ensure that sufficient security measures are in place to protect your information. We will continue to review our security controls to ensure that they remain strong and to ensure that our data is protected as well as recoverable should there be a technical problem.

### Retention of Your Personal Information

We will only process and retain your information for as long as the purpose for which we collected it continues to be relevant, or we are required to comply with legal or regulatory requirements or to protect our legal interests.

## Your Rights

You have the right to request that we correct, destroy or delete any personal information that we processed for you.



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You have the right to object to the processing of personal information as referred to in section 11(3) of the POPI Act.

You have the right to submit a complaint to the Information Regulator regarding an alleged interference with the protection of your Personal Information.

### **Contact Us**

Should you have any questions or concerns related to this Privacy Policy, you may contact us on 011 452 1116.