

## National Workshop Equipment – Privacy & Personal Information Policy

### What Is Personal Information?

Personal information is any information that can identify you or tell us something about you. This includes:

- **Who you are** – name, address, contact details
- **What you're like** – age, health, beliefs
- **Your history** – education, employment, financial information
- **Your activities** – online behaviour, location data, and social media interactions

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### Why Do We Collect Your Personal Information?

We only collect information that is necessary to provide you with a smooth and secure experience when dealing with **National Workshop Equipment**. We will always be transparent about why we need your information.

#### To Create and Manage Your Account

We use your information (such as your name, email address and contact number) to:

- Create and manage your National Workshop Equipment account
- Allow you to log in securely
- Keep your account details accurate and up to date

You can update your personal details at any time under **My Account**.

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#### To Deliver Your Orders and Process Returns

When you place an order, we may collect:

- Your delivery address
- Your ID number (where required by law or age restrictions)
- A contact number for delivery or support purposes

We keep order records to assist with:

- Returns
- Refunds
- Warranty claims

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#### To Keep You Informed (If You Choose To)

If you give us permission, we may send you:

- Notifications about promotions, specials, or new products
- Updates about your orders
- Personalised recommendations based on browsing or purchase history

You can unsubscribe at any time via your account settings or by clicking **unsubscribe** in our emails.

If you are not a customer, you may request at any time that we stop sending you marketing communications.

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### **To Improve Your Experience**

We may use anonymised data to:

- Understand browsing and shopping behaviour
- Improve website performance
- Improve product offerings
- Analyse trends and customer feedback

Your identity is removed when this data is used for analysis.

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### **To Grow and Improve Our Business**

Your information may also be used to:

- Conduct market research
- Test new features and services
- Improve operational efficiency

All data used for this purpose is anonymised and cannot be traced back to you.

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### **When Do We Share Your Information?**

We only share your information when:

- You give us permission
- It is necessary to fulfil your order
- The law requires it
- It is needed to protect you, our business, or others

Your information may be shared with:

- National Workshop Equipment partners or service providers
- Payment processors and banks

- Technology and hosting providers
- Legal or regulatory authorities (where required)

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## **How Do We Keep Your Information Safe?**

We take data protection seriously.

### **Physical Security**

- Restricted access to servers and data storage facilities

### **Digital Security**

- Encrypted data storage and transmission
- Limited staff access on a need-to-know basis
- Regular access reviews and monitoring

### **Additional Safeguards**

- Continuous security monitoring
- Breach response procedures
- Immediate notification if your data is compromised

All third-party service providers are contractually required to meet strict data protection standards.

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## **How You Can Keep Your Account Safe**

### **Never share your login details with anyone.**

To protect your account:

- Use a strong password (minimum 8 characters, including numbers and symbols)
- Use a unique password for each website
- Consider using a password manager
- Enable Two-Step Verification for extra security

Two-Step Verification adds an extra layer of protection by requiring a one-time code sent to your phone or email.

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## **How Long Do We Keep Your Information?**

We only keep your personal information for as long as necessary to:

- Provide our services
- Comply with legal obligations

- Maintain accurate business records

If one purpose no longer applies, we stop using your data for that purpose.

Example:

If you unsubscribe from marketing emails, we stop marketing communication immediately, but may still use your details for order-related communication.

You may request deletion of your personal information at any time, although this may limit the services we can provide.

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### **Your Rights Under POPIA**

You have the right to:

- Request access to your personal information
- Request correction of incorrect information
- Request deletion of your data
- Ask who has accessed your information
- Object to certain uses of your information

Please note:

- Some data may need to be retained for legal reasons
- Processing requests may take time
- An administrative fee may apply for complex requests

To exercise your rights, contact us via our Help Centre.

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### **Use of AI Technology**

We use AI tools to improve your experience, such as:

- Recommending relevant products
- Improving search functionality
- Enhancing customer support

Important to note:

- AI does not make final decisions
- Human oversight is always in place
- AI systems are tested for bias and security
- All AI usage complies with privacy laws

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## **Do We Transfer Data Outside South Africa?**

In some cases, yes — for example, when using cloud hosting services.

When this happens:

- Only necessary data is transferred
- Data is protected by international security standards
- Transfers comply with POPIA and applicable laws

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## **Cookies**

We use cookies to:

- Remember your preferences
- Improve site functionality
- Analyse website usage
- Detect and prevent fraud

Cookies help us improve your experience but never give us access to your personal device.

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## **How to Lodge a Complaint**

If you have concerns about how your information is handled, please contact us.

If we are unable to resolve your complaint, you may contact the **Information Regulator of South Africa**:

 <https://justice.gov.za/inforeg/>