

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**.

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.

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.

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.

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.

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.

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.

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.

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

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.

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/infoereg/>