



**COFCO INTL**

## **COFCO International South Africa – Privacy Policy**

June 2024 | Version 1.2

**We respect your privacy. Callouts like this are a summary of our privacy policy and contain the most important and relevant points for you. Please read the full privacy policy because it applies to you.**

### **Introduction**

Welcome to our privacy policy. We are COFCO International South Africa (Pty) Ltd (registration number 2003/030380/07).

This is our plan of action when it comes to protecting your privacy. We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (**personal information**).

**The purpose of this policy is to describe the way that we manage your personal information**

### **Audience**

This policy applies to you if you are:

- An independent contractor who provides us with services in terms of an independent contractor agreement; or
- A customer who has ordered or requested the goods or services that we provide; or
- A supplier or service provider that provides us with goods or services; or
- Employed by us as an employee, where: – you are someone who works for us or a candidate employee : -
  - in exchange for compensation under an employment contract (but not an independent contractor agreement).
  - at the present time.



This policy applies to you under certain circumstances.

## Personal information:

Personal information includes:

- Certain information collected on submission; and
- Optional information that you provide to us voluntarily (see below).

It Excludes:

- Information that has been made anonymous so that it does not identify a specific person.
- Permanently de-identified information that does not relate or cannot be traced back to you specifically.
- **COFCO International South Africa (Pty) Ltd** A COFCO International Company, 15-21 Neutron Street, Block D, Capital Place, Ground Floor – Unit 8 & 9, Techno Park, Stellenbosch, 7600 Tel +27 21 808 1900 [www.cofcointernational.com](http://www.cofcointernational.com)
- Non-personal statistical information collected and compiled by us; and
- Information that you have provided voluntarily in an open, public environment or forum including any blog, chat room, community, classifieds, or discussion board (because the information has been disclosed in a public forum, it is no longer confidential).

**Personal information includes information we collect (i) automatically when you visit our website, (ii) on registration, (iii) on submission, and (iv) from you voluntarily. It excludes (i) anonymous, (ii) de-identified, (iii) non-personal statistical, and (iv) public information.**

Common examples : -

- Common examples of the types of personal information which we may collect, and process include your:
- **identifying information** – such as your name, date of birth, CCTV images or identification number of any kind.
- **contact information** – such as your phone number or email address.
- **address information** – such as your physical or postal address.
- **demographic information** – such as your gender or marital status; or



## Sensitive personal information : -

- Depending on the relationship we have with you, we may also collect sensitive personal information including your:
- **financial information** – such as your bank account details.
- **sensitive demographic information** – such as your race or ethnicity.
- **medical information** – such as information about your physical or mental health.
- **criminal information** – such as information about your commission or alleged commission of any offence or about any related legal proceedings; and
- **employment information** – including your membership of a trade union

## Acceptance :

### Acceptance required:

You must accept all the terms of this policy when you order our goods or request our services. If you do not agree with anything in this policy, then: -

- **as a customer** you may not order our goods or request our services.
- **as a supplier** you may not render services to us.
- **as an employee** you may not continue to work for us as our current employee; and
- **as a contractor** you may not continue to render services to us.

**You may not order our goods or request our services if you do not accept this policy.**

### Deemed acceptance:

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

### Your obligations:

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

### Changes:

We may change the terms of this policy at any time by updating this web page. We will notify you of any changes by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you may not order our goods or services, provide us with services or work for us as an employee.



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## **Collection:**

### **Direct and indirect :**

We collect personal information from you directly wherever possible, but we may sometimes collect it indirectly through third parties. We will comply with the relevant laws for indirect collection where we do so, which means that we may not need to ask your permission before doing so and may collect it without your knowledge and consent in those circumstances. We will do our best to ensure that third parties have the right to give your personal information to us where we use them to provide us with your personal information.

### **On order or request :**

When you order our goods or request our services from us, or when we order goods from you or request services from you, you will be asked to provide us with additional information on a voluntary basis (**goods or services information**).

### **Automatically:**

#### **We collect some of your personal information automatically when you use our:**

- **IT equipment** – including computers, printers, and any other hardware necessary to do your work.
- **IT infrastructure** – the entire organised system of IT structures, facilities, and components necessary for the operation of our organisation, including data, computer networks, and software; and
- **Employee portal** – any website where we interact with current or prospective employees which may collect your IP address, browser details, and usage information to display the portal correctly, track your activities on it, or for other necessary purposes.
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### **On submission**

We may ask you to provide us with your identifying information when you submit other information to us, such as through paper-based forms or online user interfaces.

### **Optional details**

You may also provide additional information to us on a voluntary basis (**optional information**).

### **Recording calls**

We may monitor and record any telephone calls that you make to us unless you specifically request us not to.

### **Purpose for collection**

We may use or process any goods or services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information.

### We collect and process your personal information for various purposes, including:

- **goods or services purposes** – such as collecting orders or requests for and providing our goods or services.
- **commercial purposes**- such as for managing customer and supplier relationships.
- **business purposes** – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and
- **legal purposes** – such as managing claims, complying with regulations, or pursuing good governance.
- **employment purposes** – such as for recruitment, paying salaries, reviewing employee performance, maintaining employee relations, or providing training.

### Consent to collection :

### We will obtain your consent to collect personal information:

- in accordance with applicable law.
- when you provide us with any registration information or optional information.

**We will get your consent to collect your personal information in accordance with applicable law when you provide us with it.**

## Use

### Our obligations

We may use your personal information to fulfil our obligations to you.



## Disclosure

### Sharing

We may share your personal information with:

- other divisions or companies within the group of companies to which we belong to provide joint content and services like registration, for transactions and customer support and to help detect and prevent potentially illegal acts and violations of our policies.
- an affiliate, in which case we will seek to require the affiliates to honour this privacy policy.
- our goods or services providers under contract who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods or services providers only use your information in connection with the goods or services they supply or services they perform for us and not for their own benefit);
- credit bureaus to report account information, as permitted by law.
- banking partners as required by credit card association rules for inclusion on their list of terminated merchants (if you use the services to receive payments and you meet their criteria).
- our contractors who help administer our employment relationship with you; and
- other third parties who provide us with relevant services where appropriate.

**We may share your personal information with third parties for the purposes of fulfilling our obligations to you among other purposes.**

### Regulators

We may disclose your personal information as required by law or governmental audit.

### Law enforcement

We may disclose personal information if required:

- by a subpoena or court order.
- to comply with any law.
- to protect the safety of any individual or the public; and
- to prevent violation of our customer relationship terms.

**We may disclose personal information to third parties if required for legal reasons.**

### No selling

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

### Employees

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel.



## **Change of ownership**

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will notify you of this via email. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

## **Security**

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recover procedures where appropriate.

## **Accurate and up to date**

We will try to keep the personal information we collect as accurate, complete, and up to date as is necessary for the purposes defined in this policy. From time to time, we may request you to update your personal information. You can review or update any personal information that we hold on to you by asking us for access to it. Please note that to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access or making any corrections to your personal information.

## **Retention**

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

**We will only retain your personal information for as long as is necessary.**

## **Transfer to another country**

We may transmit or transfer personal information outside of the country in which it was collected to a foreign country and process it in that country. When we do transfer personal information outside of the country in which it was collected, we will only do so where:

- the third party or receiving country also ensures an adequate level of protection as required under applicable data protection law.
- we have your consent prior to the transfer; or
- the transfer is otherwise allowed under applicable data protection law.



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## **Updating or removing**

You may choose to correct or update the personal information you have submitted to us, by contacting us by phone or email.

**You may choose to update or remove the personal information you have submitted to us.**

## **Limitation**

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

## **Enquiries :**

If you have any questions or concerns arising from this privacy policy or the way in which we manage personal information, please contact us.

### **Information Officer:**

Yvette Gradwell email: [yvettegradwell@cofcointernational.com](mailto:yvettegradwell@cofcointernational.com)  
Tel: 021 808 1900

### **Deputy Information Officer:**

Elsie Smit email: [elsiesmit@cofcointernational.com](mailto:elsiesmit@cofcointernational.com)  
Tel: 021 808 1900