



# Privacy Policy

Last updated: December 2018

Pickfords Removals is committed to protecting your privacy and ensuring that your personal information is protected. As a result, we would like to inform you regarding the types of personal information we collect about you, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct that information.

To respect your privacy and protect the information that you provide Pickfords Removals with we comply with the protection of privacy legislation in force. The collection and processing of your personal data is done in compliance with the "Protection of Personal Information Act, 2013".

We recommend you to read this Privacy Policy so that you understand our approach towards the use of your personal data. By using and visiting our website or when signing our Carrier Terms & Conditions you agree to this Privacy Policy.

## 1. Management

We will, through appropriate management and strict application of criteria and controls:

- Observe fully conditions regarding the collection and use of information.
- Meet our legal obligations to specify the purposes for which information is used.
- Collect and process appropriate information, and only to the extent that it is needed to fulfil our operational needs or to comply with any legal requirements.

We ensure that we have a Data Protection Officer with specific responsibility for ensuring compliance with Data Protection.

We ensure that everyone processing personal information understands that they are contractually responsible for following good data protection practice aligned with internal procedures and legal requirements.

We collect, process and transfer personal information about individuals through computerized and paper-based data processing systems.

We have established routine processing functions (such as processing FAIM Compliance Procedure applications and FAIM Compliance Procedure audit reporting).

We ensure that all processing and transfers of personal information are subject to reasonable confidentiality and privacy safeguards.



## 2. Notice

We provide notice about our privacy policies and procedures in our contract agreements and individual quotations; our notice is also available on [www.pickfords.co.za](http://www.pickfords.co.za). We are committed to respectfully handling all personal information collected in connection with our service provision, in accordance with applicable law as well as our own Privacy Policies.

We may process sensitive information if it is needed to achieve our business objectives or if it is required to comply with applicable law.

This typically includes information such as your name, company name, address, email address, and telephone number, but can also include other information such as IP address. When purchasing services, Pickfords Removals may also require you to provide billing information, such as billing name and address, and credit card number.

In general, personal and/or sensitive information will not be collected, processed or transferred, except where adequate privacy protection mechanisms are in place.

## 3. Choice and consent

By engaging the services of Pickfords Removals, you give your explicit consent with respect to the collection, use, and disclosure of personal information as described in this notice. Explicit consent here means you were clearly presented with an option to agree or disagree with the collection, use, or disclosure of personal information.

## 4. Collection

We shall obtain and process personal data fairly and in accordance with statutory and other legal obligations. We collect personal information for the sole purposes of facilitating our services to you.

We use customer information to service our accounts, process claims, ensure proper billing, and to offer you other services and products that may suit your needs.

As you navigate our website, Pickfords Removals may also collect information automatically to track your Pickfords Removals site navigation through the use of cookies. These cookies collect standard information from your Web browser (such as browser type and browser language), your Internet Protocol ("IP") address, and the actions you take on our website (such as the Web pages viewed and the



links clicked). You have the ability to disable or prevent the placement of these cookies. To do this, please consult the "Help" function in your Internet browser to learn more about how to configure these functions.

## 5. Use, retention and disposal

We limit the use of personal information to the sole purpose of executing our service to you and for which you have given your explicit consent. We would therefore use your personal information in order to:

- respond to your queries or comments
- provide you with a customized estimate
- process orders that you submitted
- carry out our obligations in relation to any agreement you have with us
- anticipate and resolve problems with any services supplied to you
- evaluate the use of our website and services
- make our website easier to use
- analyse the effectiveness of our advertisements

All information is retained in accordance with the Companies Act No. 71 of 2008.

Your personal data is only retained for the period of time strictly necessary in order to achieve the aims for which it was collected and processed.

Any personal data about you that is used for the purposes of marketing is retained for a period of three (3) years starting from the moment it is collected on the site.

Any personal data about you that is collected with the help of cookies is retained for a period of thirteen (13) months starting from the moment it is collected on the site.

Once the periods of time necessary in order to achieve the objectives for which it is processed are over, Pickfords Removals undertakes to destroy your personal data or make it anonymous.

All documentation is sent to AGS RECORDS MANAGEMENT for the destruction thereof.



## 6. Access

Pickfords Removals seeks to ensure that your information is accurate and complete and you have the right to change, as well as have access to, your information. If you wish to change the information or obtain a copy of the personal information we hold about you, let us know by sending an e-mail with your name to [privacy@pickfords.co.za](mailto:privacy@pickfords.co.za) with a description of your request. There may be a charge associated with obtaining the copies.

## 7. Disclosure to third parties

Pickfords Removals will not share your “personal information”, except for with our service providers or agents for the purposes above described or as otherwise consented to by you. However, we may share your “personal information” to comply with applicable laws and regulations, co-operate in any legal investigation and meet enforceable governmental requests.

Pickfords Removals undertakes not to sell the “personal information” collected through the use of the website under any circumstances.

## 8. Security for privacy

We protect personal data against unauthorized access (both physical and logical) aligned with our internal IT policy and procedures. We take appropriate security measures against unauthorized access to, or alteration, disclosure or destruction of personal data and against its accidental loss or destruction. Personal data will only be accessible to authorized staff.

## 9. Quality

We maintain accurate, complete, and relevant personal information as reasonably possible and only for the purposes identified in this notice.

We retrieve your personal data from emails and documents you share with Pickfords Removals.

Please note that we have shared responsibility with regard to the accuracy of your personal information. Please let us know of any changes to your personal information.



## 10. Monitoring and enforcement

We monitor compliance with our privacy policies and procedures and have procedures to address privacy related complaints and disputes. All Pickfords Removals staff are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them. If you believe that your personal information is not handled in accordance with the applicable law or our privacy policies, you may submit a complaint to Pickfords Removals at [privacy@pickfords.co.za](mailto:privacy@pickfords.co.za) and we will fully investigate the complaint.

*This Data Protection Policy will be reviewed regularly in light of any legislative or other relevant developments.*

