

MMD SIGNS SOLUTIONS (PTY) LTD

PRIVACY POLICY

1. INTRODUCTION

MMD Signs Solutions (Pty) Ltd, registration number 2018/065105/07 (**MMD Signs Solutions**) is licensed and registered as a private company in South Africa and respects the privacy of our clients and website users.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information.

We reserve the right to make changes to this Privacy Policy at any time and for any reason. We will alert you about any changes by updating the “Last Updated” date of this Privacy Policy on our website.

2. COLLECTION OF YOUR INFORMATION

As used in this Policy, “personal information” is as defined in the Protection of Personal Information Act 4 of 2013 (POPIA), this includes any information which, either alone or in combination with other information we process about you, identifies you as an individual, including, for example, your name, postal address, email address and telephone number.

Personal information does not include:

- 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.

Generally, your personal information will only be collected directly from you for specific and lawful purpose related to our business. We may however collect it from other sources, provided that such collection is done strictly in accordance with POPIA.

3. STORING YOUR INFORMATION

We store your personal information on secure servers and physical filing systems in South Africa.

We will only keep your personal information for as long as necessary to fulfil the purpose for which it was collected or processed. When retaining your personal information, we will take into account any period that we may be required or prescribed by law or a code of conduct to retain the record.

If we keep records of your personal information for periods in excess of those prescribed above, for historical, statistical or research purposes, we will first put in place appropriate safeguards against the records being used for any other purpose.

Having regard for the purpose for which your personal information is collected, we will take reasonably practicable steps to ensure that your information is complete, accurate, not misleading and updated where necessary.

4. USE OF YOUR INFORMATION

Having accurate information about you permits us to provide you with an easy, efficient, and customized experience. Specifically, we may use information collected about you to:

- create and manage your account;
- email you regarding your account or order;
- respond to your comments and questions and to provide customer service;
- make use of photographs of your signage on our web site.

We may use our client's personal information to market our own products and services to the client, provided that the client has been given a reasonable opportunity to decline such marketing at the time his or her personal information was collected, and on the occasion of each communication with the client for the purpose of marketing if the client has not initially refused such use.

You may advise us at any time, at the below contact address, if you contest the accuracy of our records or no longer wish us to process or make use of your personal information.

5. DISCLOSURE OF YOUR INFORMATION

We do not share information we have collected about you unless:

Consent

You expressly consent to us sharing your personal information.

By Law

We believe the release of information about you is necessary to respond to:

- any legal process (e.g. subpoena or court order);
- enforce any of our terms of client services (e.g. to an attorney or credit bureau);
- required by any applicable law, rule, or regulation;
- protect the health or safety of any individual or the general public.

6. DATA ANALYTICS

Website Analytics

You may visit the MMD Signs Solutions website without providing any personal information. The website servers will in such instances collect the IP address used by the user/customer to access the website.

Cookies

A Cookie is small data file stored on the hard drive of your computer or mobile device by a website. We may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer or mobile device until you delete them) to provide you with a more personal and interactive experience on our Site.

7. SECURITY OF YOUR INFORMATION

We use administrative, technical, and physical security measures to help protect your personal information from loss, damage, unauthorised destruction, unlawful access to or processing of your personal information.

Although we will take all appropriate safeguards against risks for all reasonably foreseeable internal and external threats to your personal information, if there is any confirmed data breach, we will notify you and the Information Regulator as soon as reasonably possible.

8. DELETING YOUR INFORMATION

We will destroy or delete a record of your personal information or de-identify it as soon as reasonably practicable after we are no longer authorised to retain your information.

The destruction or deletion of your personal information will be done in a manner that prevents its reconstruction in an intelligible form.

9. POLICY FOR CHILDREN

We do not knowingly solicit information from or market to children under the age of 18. If you become aware of any personal information, we have collected from children under age 18, please contact us using the contact information provided below.

10. YOUR RIGHT TO ACCESS AND CORRECT PERSONAL INFORMATION

You may, having provided adequate proof of your identity, request MMD Signs Solutions to:

- confirm, free of charge, whether or not we hold personal information about you;
- provide a record or a description of the personal information we hold about you;
- correct or delete your personal information that we hold about you that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or was obtained unlawfully;
- destroy or delete a record of personal information about you if we are no longer authorised to retain such record.

Kindly contact us using the contact information provided below if you have an enquiry about your personal information which we hold.

11. CONTACT US

If you have questions or comments about this Privacy Policy, please contact us at:

Company Address: **15 Berkshire Drive, New Germany, Kwazulu-Natal**

Company Contact number: **031 705 4562**

Company Contact Person: **Desmond Freeman**

Last Updated: **2 June 2021**