



African Certification and Testing (Pty) Ltd

PRIVACY POLICY

PURPOSE

To ensure that the privacy policy detailed will be followed on African Certification and Testing (Pty) Ltd, herein known as ACT, to protect individuals and/or juristic persons assessing or using ACT services, and to ensure that Personal Information is collected and used properly, lawfully and transparently. This privacy policy explains how we obtain, use and disclose Personal Information when you use ACT services, and about privacy rights and how the law protects an individual and/or juristic persons.



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Privacy Policy

Last updated: April 15, 2021

At ACT we are committed to protecting Your privacy and to ensure that Your Personal Information is collected and used properly, lawfully and transparently. A detailed Manual as prescribed by the provisions of the Promotion of Access to Information Act, 200 (PAIA) and the Protection of Personal Information Act, 2013 (POPIA), is available on our Website and at our physical address.

This Privacy Policy explains how we obtain, use and disclose Your Personal Information when You use the Service and tells You about Your privacy rights and how the law protects You.

Responsibilities and Obligations

This policy sets out the responsibilities and obligations of all persons who make use of, or access or receive ACT information and communications via its electronic communication facilities and resources, including its Website, email and social media platforms, and how all users of these facilities and resources are to ensure that, when using these resources, that they respect and process another's Personal Information lawfully and in accordance with the provisions of POPIA and the 8 Processing principles.

Personal Information in terms of the Protection of Information Act, 4 of 2013 (POPIA)

The Protection of Personal Information Act, 4 of 2013 (POPIA) gives effect to the constitutional right to data privacy in terms of Section 14 of the Bill of Rights of the Constitution.

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Privacy Policy:

- **Account** means a unique Account created for You to access our Service or parts of our Service.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to ACT
- **Cookies** are small files that are placed on Your computer, mobile Device or any other Device by a Website, containing the details of Your browsing history on that Website among its many uses.
- **Country** refers to South Africa



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- **Device** means any Device that can access the Service such as a computer, a cell phone or a digital tablet.
- **Personal Information** is any information that relates to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.
- **Service** refers to the Website.
- **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform Services related to the Service or to assist the Company in analysing how the Service is used.
- **Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- **Website** refers to ACT, accessible from www.africancertification.co.za
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

About the Company

ACT was established to provide a vehicle in which to operate a mark scheme for the benefit of the utility wooden pole industry in Africa.

Further information on ACT, its operations, governance, corporate structures, history, interests and activities, can be obtained from its Website at www.africancertification.co.za

Collecting and Using Your Personal Information

We collect and process Your Personal Information mainly to contact You for the purposes of understanding Your requirements and delivering Services accordingly. Where possible, we will inform You what information You are required to provide to us and what information is optional.

We use Your Personal Information to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

What information do we collect? **ADJUST TO SUIT YOUR COMPANY**

We collect information from You when You subscribe to our newsletter, respond to a survey or fill out a form. You may, however, visit our site anonymously.

While using our Service, we may ask You to provide us with certain personally identifiable information that can be used to contact or identify You. Personal identifiable information may include, but is not limited to:



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- Organisation name
- First name and last name
- Email address
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Usage Data

Usage Data

Usage Data is collected automatically when using the Service.

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique Device identifiers and other diagnostic data.

When You access the Service by or through a mobile Device, we may collect certain information automatically, including, but not limited to, the type of mobile Device You use, Your mobile Device unique ID, the IP address of Your mobile Device, Your mobile operating system, the type of mobile Internet browser You use, unique Device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile Device.

Do we use Cookies? **ADJUST IF NECESSARY**

Yes (Cookies are small files that a site or its Service provider transfers to Your computer's hard drive through Your Web browser (if You allow) that enables the sites or Service providers systems to recognize Your browser and capture and remember certain information

We use Cookies to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party Service providers to assist us in better understanding our site visitors. These Service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business. The technologies we use may include:

- **Cookies or Browser Cookies.** Small text files called "Cookies" are stored on Your Device by Your browser by our webpage. Cookies are used to offer You the best user-experience on our Website. ACT uses session and statistics Cookies. Session Cookies Your movement, activity and information entered on the Website in order to help You use the Services presented on the Website. These Cookies will be deleted once You close the webpage. Statistical Cookies are collected by a third-



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party web analytics Service, Google Analytics, and help us to assess the popularity of our Website and products. Google Analytics will anonymise Your IP address so that the information collect about Your presence on our Website cannot be traced back to You. Google Analytics allows users the opportunity to opt-out of allowing Google Analytics to access Your site activity by installing an opt-out browser add-on (for more information see: <https://support.google.com/analytics/answer/181881>). You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Service. Unless You have adjusted Your browser setting so that it will refuse Cookies, our Service may use Cookies.

- **Flash Cookies.** Certain features of our Service may use local stored objects (or Flash Cookies) to collect and store information about Your preferences or Your activity on our Service. Flash Cookies are not managed by the same browser settings as those used for Browser Cookies. For more information on how You can delete Flash Cookies, please read "Where can I change the settings for disabling, or deleting local shared objects?" available at https://helpx.adobe.com/flash-player/kb/disable-local-shared-objects-flash.html#main_Where_can_I_change_the_settings_for_disabling_or_deleting_local_shared_objects
- **Web Beacons.** Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit ACT, for example, to count users who have visited those pages or opened an email and for other related Website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).
- **Server Log.** Certain information is automatically collected by our server, called a server log, and typically includes information relating to the type of browser and operating system You are using, the referrer URL, host names and IP addresses. This information is required in order to log errors, ensure the security of our system and detect unauthorised system access.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile Device when You go offline, while Session Cookies are deleted as soon as You close Your web browser. Learn more about Cookies: [What Are Cookies?](#)

We use both Session and Persistent Cookies for the purposes set out below:

- Necessary / Essential Cookies
- Cookies Policy / Notice Acceptance Cookies
- Functionality Cookies



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Conditions we use to Process Personal Information

1. Accountability
2. Limitation on processing
3. Purpose specific
4. Further processing limitation
5. Information quality
6. Openness
7. Safety safeguards
8. Data Subject participation

What do we use Your Personal Information for?

We will use Your Personal Information only for the purposes for which it was collected and agreed with You, for example:

- **To provide and maintain our Service**, including to monitor the usage of our Service.
- **To manage Your Account:** to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.
- **For the performance of a contract:** the development, compliance and undertaking of the purchase contract for the products, items or Services You have purchased or of any other contract with Us through the Service.
- **To contact You:** To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted Services, including the security updates, when necessary or reasonable for their implementation.
- **To provide You with news**, special offers and general information about other goods, Services and events which we offer that are similar to those that You have already purchased or enquired about unless You have opted not to receive such information.
- **To manage Your requests:** To attend and manage Your requests to us.
- **For business transfers:** We may use Your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets,



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whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by us about our Service users is among the assets transferred.

- **For other purposes:** We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, Services, marketing and Your experience.
- **To personalize Your experience** (Your information helps us to better respond to Your individual needs)
- **To improve our Website** (we continually strive to improve our Website offerings based on the information and feedback we receive from You)
- **To improve customer Service** (Your information helps us to more effectively respond to Your customer Service requests and support needs)
- **To administer a contest, promotion, survey or other site feature**
- **To send periodic emails**
- The email address You provide may be used to **send You information**, respond to inquiries, and/or other requests or questions.
- **Operational purposes**
- **Legislation / Law**
- To gather **contact information**
- **To confirm and verify Your identity** or to verify that You are an authorised user for security purposes
- **To conduct market or customer satisfaction research** or for statistical analysis
- **For audit and record keeping purpose**
- In connection with **legal proceedings**
- **Contracts of employment**
- **For future employment opportunities** (e.g. CV's)

We may share Your Personal Information in the following situations:

- **With Service Providers:** We may share Your Personal Information with Service Providers to monitor and analyse the use of our Service, to contact You.



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- **For business transfers:** We may share or transfer Your Personal Information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of our business to another Company.
- **With Affiliates:** We may share Your information with our affiliates, in which case we will require those affiliates to honour this Privacy Policy.
- **With business partners:** We may share Your Personal Information with our business partners to offer You certain products, Services or promotions.
- **With other users:** when You share Personal Information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside. If You interact with other users or register through a Third-Party Social Media Service, Your contacts on the Third-Party Social Media Service may see Your name, profile, pictures and description of Your activity. Similarly, other users will be able to view descriptions of Your activity, communicate with You and view Your profile.
- **With Your consent:** We may disclose Your Personal Information for any other purpose with Your consent.

Retention of Your Personal Data

We will only process personal data which is necessary and will not use it for purposes other than for which it was collected or to send You any unsolicited communications for direct marketing purposes.

ACT will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain Your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

ACT will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

- Memory sticks
- Memory cards
- Laptops
- Cellphones
- Servers



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Where do we archive Personal Information?

- Electronic documents (backed up on the network)
- Paper documents in filing system
- Applications (backed up on the server)

How do we destroy Personal Information?

- Shredding at 12mm
- Formatting hard drives to prevent reconstruction

Do we transfer Your Personal Information?

Your information, including Personal Data, is processed at ACT offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, Country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction. ACT will not share Your personal data with any third parties, except if:

- We are required to do so for legal purposes
- We are required to do so for the purposes of future legal proceedings
- The third party performs Services relating to the processing of personal data on our behalf
- This is required in order to provide You with any information, products or Services or manage any information or products and Services relating to You

ACT will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organization or a Country unless there are adequate controls in place including the security of Your data and other Personal Information. ACT will take all reasonable steps to make sure that the third parties are bound by laws, corporate rules or binding agreements that provide an adequate level of protection and lawful processing.

Do we disclose Your Personal Information?

We may disclose Your Personal Information to our Service providers who are involved in the delivery of products or Services to You. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose Your information where we believe it is necessary to protect our rights.



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Business Transactions

If ACT is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, ACT may be required to disclose Your Personal Data if required to do so by law or industry codes in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

ACT may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of ACT
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of users of the Service or the public
- Protect against legal liability

How do we protect Your information?

We are legally obliged to provide adequate protection of Your Personal Information we hold and to stop unauthorised access and use of Personal Information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that Your Personal Information remains secure.

We implement a variety of security measures to maintain the safety of Your Personal Information when You enter, submit, or access Your Personal Information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Database to be only accessed by those authorized with special access rights to our systems, and are required to keep the information confidential.

After a transaction, Your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that Personal Information that we remain responsible for, is kept secure. We will ensure that anyone to whom we pass Your Personal Information to agrees to treat Your Personal Information with the same level of protection as we are obliged to.



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The security of Your Personal Data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect Your Personal Data, we cannot guarantee its absolute security.

We continually strive to implement the necessary technical and organisational measures to prevent the unauthorised access to, accidental or wilful manipulation of or the loss or destruction of Your personal data. We also endeavour to keep our Website secure at all times, however we cannot guarantee the security of any information transmitted via the internet and cannot be held responsible for any loss or unauthorised interception which is beyond our control.

Children's Privacy

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If You are a parent or guardian and You are aware that Your child has provided us with Personal Data, please contact Us. If we become aware that we have collected Personal Data from anyone under the age of 13 without verification of parental consent, we take steps to remove that information from our servers.

If we need to rely on consent as a legal basis for processing Your information and Your Country requires consent from a parent, we may require Your parent's consent before we collect and use that information.

Exercising Your Data Subject rights

You have the right to ask us to update, correct or delete Your Personal Information.

We endeavour to maintain the integrity and accuracy of Your personal data. You have the right to request confirmation of whether we hold records of Your personal data and request that we delete or destroy records of Your Personal Information. You are responsible for informing us of any changes in Your details and have the right to request access to records of Your personal data, as well as, correction of any inaccuracies relating to or associated with Your personal data.

PAIA & POPIA Manual

The purpose of the Manual is to document the types of information records we hold and provide a means through which access to those records can be obtained. Access to Your personal data can be requested via Annexure 3 of the Manual.

The information You provide us on our Website is provided voluntarily and without undue duress. By clicking on the checkbox in agreeing to the terms of the policy, You consent to the processing of Your personal data provided on the Website. Where You have provided personal data on behalf of someone else, You confirm that You have done so with their consent and that they are aware of the contents of this privacy statement. If You choose to withdraw Your consent at any time, You can submit a request to withdraw consent via Annexure 5.



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Should You have grounds to believe that the processing of personal data carried out under this policy infringes on Your privacy rights, You may lodge a complaint for relief as contained in the Manual.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties Your personally identifiable information. This does not include trusted third parties who assist us in operating our Website, conducting our business, or servicing You, so long as those parties agree to keep this information confidential. We may also release Your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Third party links

Occasionally, at our discretion, we may include or offer third party products or Services on our Website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Our Service may contain links to other Websites that are not operated by Us. If You click on a Third-Party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any Third-Party sites or Services.

Changes to our Privacy Policy

We may update our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our Website at www.africancertification.co.za

Your Consent

By using our site, You consent to our Privacy Policy.



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Contact Us

If You have any queries or complaints in relation to the processing of Your personal data, if You require further information about our privacy practices, wish to withdraw consent, exercise preferences, access or correct Your Personal Information, You may contact our Information Officer (Jocelyn Tullis):

- By email: jocelyn@afriancertification.co.za
- By visiting our Website: www.afriancertification.co.za
- By phone number: +27832050601
- By cellular: +27832050601
- By mail: Suite 85

Private Bag X9118

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