

Our Privacy Statement

Definitions:

We, us and our	refers to HD Fire and Security Holdings (Pty) Ltd, a company registered under the company laws of the Republic of South Africa, registration number, 2001/000947/07. The principle place of business is situated at 597 Mendelssohn Street, Constantia Park, Pretoria. The main purpose of HD Fire, is to install fire (smoke detection, gas suppression) and security (CCTV, access control, Intruder) equipment.
You and your	refers to you as the client in your personal capacity, as well as any client that is also a juristic person.
Your personal information	refers to any and all personal information needed to complete the services that we have set out in the purpose of our company.
Process information	means the automated or manual activity of collecting, recording, organising, storing, updating, distributing and removing or deleting personal information.
Competent person	means anyone who is legally competent to consent to any action or decision being taken for any matter concerning him/ herself or their spouse (if married in community of property)

Purpose of this Privacy Statement

When you engage with us, you trust us with personal information about yourself or your company. We are committed to protect your right to privacy. We will take all reasonable steps to keep the personal information safe and confidential. The purpose of this Privacy Statement is to set out how we collect, use, share and otherwise process personal information, in line with the Protection of Personal Information Act. ("POPIA")

Indemnification

Each party accepts responsibility to the extent that the processing activities of personal information fall under the control of that party and agrees to indemnify the other party against any loss or damage direct, or indirect, that a party should suffer because of any unauthorised use of information, but only if the processing of that information is controlled by that party.

Acceptance is voluntary

You have the right to object to the processing of the personal information. It is voluntary to accept these terms and conditions. However, we require your acceptance to provide you with our services. We will only collect and process personal information for valid and lawful reasons. The acceptance of these terms and conditions and the permission given to process the personal information will continue after death.

We keep personal information confidential

We will keep personal information confidential and secure at all times. This includes all personal information that you, as the client, has shared with us willingly. We have firewalls and security measures in place to keep the digital information safe and the hard copies are kept behind lock and key. If you share your information with any third party, we will not be responsible for any loss that you may suffer.

Authority to act for other people

You warrant that when you give us personal information about third parties, you have received their permission to share their information with you. We will furthermore process their information for the purposes set out in this Privacy Statement. Their information will be kept safe by our company and it will only be shared with the third persons as set out in our manuals.

Purpose for processing your personal information

You agree that we may process your personal information for the following purposes:

1. For accounting purposes.
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2. For courier and delivery purposes
3. For the installation of systems at your house or office, or any other premises that you contract us to install these systems
4. For the purpose of allowing us to deliver the services to you or your company as set out in the agreement that we have with you.
5. For the purpose of signing a deed of suretyship on behalf of a client or company.

Sharing personal information with third parties

To provide your personal information to the following third parties as part of the process of delivering the agreed upon services to you or your company:

1. Independent auditors who have confirmed in writing that they are also POPIA compliant.
2. Independent tax consultants who have confirmed in writing that they are also POPIA compliant.
3. Subcontractors that are needed to complete the services that we have agreed upon. These subcontractors will also be POPIA compliant, or, alternatively, we will have an Operator Agreement with them.
4. Delivery or courier companies contracted to our company.
5. With SARS or any other Government institution if the information is required by them in terms of any law of the country.

By agreeing to this, you confirm that you have given permission for your personal and financial information to be shared to above mentioned third parties. Your information will only be shared with these parties in so far as it is necessary for us to carry out and complete the mandate given to us by you.

You also agree to indemnify us against any loss or damage, direct or indirect, that you or your company might suffer because of the unauthorised use of this information by any of the third parties mentioned above.

If a third party asks us for your personal information, we will share it with them only if:

- You have already given your consent for the disclosure of this information to that particular third party.
- Third parties that we contract with to provide subcontract services to you to complete the agreed upon services.
- Any person or organisation that has a legal right to access the information, for example regulators.

Right to communicate electronically

We have the right to communicate electronically with you about any aspects of the services that we have agreed upon.

Duty to keep you informed

We have a duty to keep you informed about the progress of the services that we have agreed upon.

The following are laws that require us to collect and keep your personal information:

- The Electronic Communications and Transaction Act (ECT)
- The Financial Intelligence Centre Act (FICA)
- The Financial Advisory and Intermediary Services Act (FAIS)
- The National Credit Act (NCA)
- The Consumer Protection Act (CPA)

Changing this privacy statement

We may change this privacy statement at any time. The most updated version will always be available on our website, www.hdfire.co.za, or at our offices, at 597 Mendelssohn Street, Constantia Park, Pretoria.

Concerns

If you believe that we have used your information contrary to the Privacy Statement, you must first attempt to resolve the matter with us. If you are not satisfied after this process, you have the right to lodge a complaint with the Information Regulator, under POPIA.

The contact details are:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

PO Box 31533

Braamfontein

Johannesburg, 2017

Complaints e-mail – complaints.IR@justice.gov.za
