

# The Technical Group of Companies Privacy Notice

## **Introduction:**

The Technical Group of Companies is committed to the protection and promotion of the privacy of our customers personal information and will fulfil our obligations under the Protection of Personal Information Act (POPIA).

## **Companies that fall under The Technical Group of Companies:**

Technical & General Distribution (PTY) Ltd (Company Registration No: 1973/013260/07)

Technical Accessories and Equipment (Pty) Ltd (Company Registration No: 1983/011747/07)

## **Who we are:**

We are importers and distributors of quality Magnets, hand tools and springs, along with the manufacturing and distribution of Industrial Magnetic Solutions to the trade.

## **The type of personal information we collect:**

We currently collect and process the following information:

Full Name of Customer

Contact Numbers

Physical Address of Customer

History of Product Purchased

Proof of Company Registration

Credit History

Banking Details

Financial information including VAT Certificates, tax clearance certificates and proof of banking details.

The Technical Group of Companies has the right to access, update and amend any personal information that is provided.

## **How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you. If required we will also receive personal information indirectly, from publicly accessible platforms and verification agencies.

We use the information to provide you with quality service. We will not share your information with anyone outside The Technical Group of Companies.

## **When will we process your personal information:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The customer consents to the processing. Kindly note that you have the right to withdraw your consent at any time.
- The processing is necessary to carry out actions for the satisfactory fulfilment of the customers' requirements;
- The processing complies with an obligation imposed by law on the business;
- The processing protects a legitimate interest of the customer;
- The processing is necessary for pursuing the legitimate interests of the business and the customer.

## **How we store your personal information:**

Your information is securely stored electronically, and physical copies of invoices and payments are kept at the offices of Technical & General (PTY) LTD, 93 Milner Road, Kensington B Randburg, 2194 where only authorised staff have access to either form of information.

The Technical Group of Companies will take all reasonable steps to identify risk associated with the processing of customers' information and establish safeguards against these identified risk.

Should there be a breach of confidentiality of the customers' personal information, we will take all required steps to ensure the customer is notified thereof.

We keep your information for 7 (seven) years to abide by most stringent of the legislative requirements. We will then dispose your physical information by shredding and your electronic information by deleting permanently off the main frame.

## **Your data protection rights:**

- You are entitled to access your personal data by sending a written request to the Information Officer, Jill Stacey (jill.stacey757@gmail.com). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request The Technical Group of Companies to correct or supplement any of your personal data which The Technical Group of Companies will undertake as soon as practical.
- Should you request the destruction of your personal data, the Information Officer will consider your request in light of any other laws or regulations prohibiting The Technical Group of Companies from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one week to respond to you.

## **Contact details of Information Officer:**

Name: Jill Stacey  
Address: 93 Milner Road, Kensington B. Randburg. 2194  
Phone Number: 083 449 5179  
E-mail: jill.stacey757@gmail.com

If you have any concerns about our use of your personal information, you can make a complaint to us.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

**Their contact details are as follows:**

**The Information Regulator (South Africa)**

33 Hoofd Street. Forum III, 3rd Floor Braampark

P.O Box 31533. Braamfontein, Johannesburg, 2017

**Complaints** email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)