



ROADSTAR PANEL AND PAINT (PTY) LTD

REGISTRATION NO: 2020/707199/07

PRIVACY POLICY

At **ROADSTAR PANEL AND PAINT**, we place customer service first. We are not just another service provider/repairer. We are striving to be a cut above the rest both in service levels, pricing and meeting commitments.

We deliver not only excellent but superior customer service in all departments.

We will, from time-to-time, ask our customers for some personal data in order to communicate effectively. We will also ask you about your personal information for purposes where we act as your service provider/repairer with insurance companies. In every instance where we obtain your personal information, we guarantee that we as RESPONSIBLE PARTY will at all times respect your privacy and deal with your personal information in a responsible manner and in compliance with the POPIA act.

This is the Privacy Policy of **Roadstar Panel and Paint** (we or us). It applies to the personal information of visitors to our websites and all our guests/clients and potential clients who engage with us in any manner including personally or electronically.

We also guarantee that we

- * Have a defined business purpose.
- * Retain your data only as long as we need it for business purposes.
- * Destroy your data comprehensively as soon as we can after expiry of our business purpose. - Will not use the information to infringe on your privacy in any way.

1. Definition of Personal Information

According to the POPI Act "Personal Information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. The POPI Act, which has more specific examples if you need them, can be found at the following link (please copy and paste):

https://www.gov.za/sites/default/files/gcis_document/201409/3706726-11act4of2013protectionofpersonalinforcorrect.pdf


2. Collection and Storage of Personal Information

In the course of our business, personal information such as names, addresses, Tel, cell, e-mail may be collected and held, for use in fulfilling the primary purposes intended. Information retained on our database is also used to inform insurance and customers of relevant progress in repairs being done. Unless we are informed otherwise, we will continue to use the information collected in this manner. Accuracy of information is important to us and changes or corrections to information held will be welcomed at any time.

Normally we collect information from the persons concerned and they are under no obligation to provide it.

We collect information directly from you where you provide us with your personal details, for example when your motor claim was registered and who is the insurance company/broker you are insured with. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Most personal information is stored in-house and backed on a server by our IT technician, and all necessary contractual measures are taken to protect this information.



All reasonable steps are taken to protect the security of the personal information held, be it stored in electronic or hard copy form. Access is available to the person whose information is held.

Access to personal information can be arranged

By contacting:

Physical address: 9 IVY ROAD, GREYVILLE, DURBAN, 4001

Tel: 031 001 0169

Email: claims@roadstarpanelandpaint.co.za

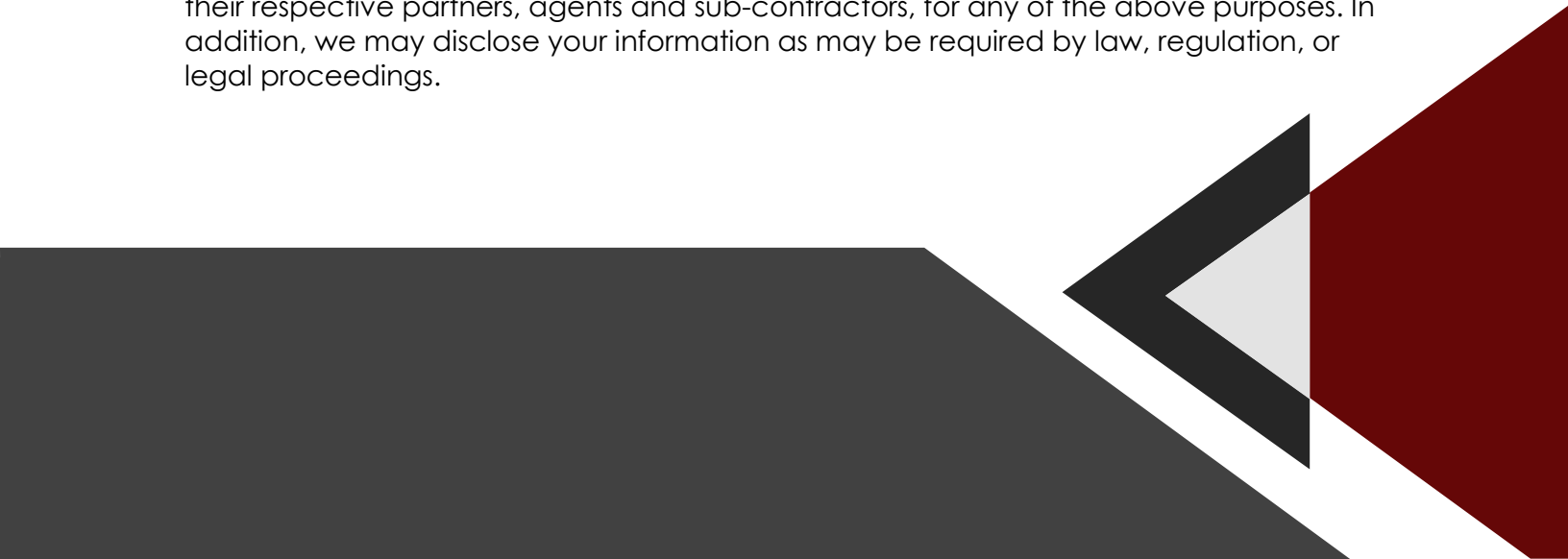
3. Use of your information

The information you provide on our website, or personally or by e-mail or other electronic media may be held and used by us for invoicing out to you, sending information to you about our services from time to time, To arrange quotations for you ,to prepare for insurance companies.

We may also use the information to where necessary for our outsourced customer survey company Lightstone Consumer that will contact you to rate our services rendered to you.

4. Disclosure of your information

We may disclose your information to other companies such as Lightstone Consumer where applicable and/or operators contracted to us, such as fitment centres, including their respective partners, agents and sub-contractors, for any of the above purposes. In addition, we may disclose your information as may be required by law, regulation, or legal proceedings.



5. Personal Information Security

We are legally obliged to provide adequate protection for the Personal Information we hold and to prevent any unauthorized 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 is secure

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 agrees to treat your information with the same level of protection as we are obliged to.

6. WEBSITE ACCESS AND COOKIES

Why do we collect personal information from our website?

We respect stakeholders' privacy at all times. When processing your enquiry, we collect personal information about you for the primary purpose of providing you with a high level of customer service.

To understand how our visitors use the website, to improve our website service, and to ensure optimum service delivery in respect of services you have requested or may be in your interest.

Inform you of other products or services available that will be of benefit to you.

Engage with you via our customer experience desk or surveys and to conduct research about your opinion of current services or of potential new services that may be offered. In addition, we may share data with trusted partners like web designers /hosting partners (operators) to help us perform statistical analysis, send you email or postal mail or SMS, provide customer support, or arrange for deliveries.

All third parties (operators) are prohibited from using your personal information except to provide their services to us and they are required to maintain the confidentiality of your information.

What happens if you don't provide the personal information we require?

We may not be able to supply the products and/or services you require from us.

We may not be able to respond to your enquiry as submitted to us through the "Contact Us" webpage/WhatsApp/SMS platform.

7. Opt Out / Unsubscribe

We need your consent to send you promotional materials. If you consent to this, you will be notified of new products through e-mail /SMS / or other electronic media as preferred. Should any member of your family or friend wish to avail our services they may access our website www.roadstarpanelandpaint.co.za

8. About Cookies

When you visit our website, we place a text file called a "cookie" in the browser directory of your computer's hard drive. A cookie is a small piece of information that a website can store on your web browser and later retrieve. The cookie cannot be read by any website other than the one that set up the cookie. Cookies enable this website to recognize the information you have consented to give to this website and help us determine what portions of this website are most appropriate for your professional needs.

As a result, cookies will allow you to retrieve previous image search results. We do NOT use cookies to examine your surfing behavior before or after leaving OUR WEBSITE. If at any time you believe that WE have not followed the above policy, or if you would like your information to be removed from our system, please e-mail claims@roadstarpanelandpaint.co.za

We will make reasonable efforts to identify and correct any problem.

9. Anti-Spam

ROADSTAR PANEL AND PAINT adheres to the principles of permission marketing and does not knowingly send out messages to databases where customers have not willingly agreed to receive those messages. Should WE be informed that a database has been acquired for the use of spam; the contract with that client will be terminated immediately. This policy has been put in place to protect the user from unsolicited email.

10. Copyright and trademark information

ROADSTAR PANEL AND PAINT reserves all intellectual property rights in respect of any content on the Website.

11. Right to object

In terms of the POPI Act (POPIA) section 18. (h) (iv) you have the right to object to the processing of personal information as referred to in section 11 (3) of the POPIA.

12. Complaints

If you believe that your personal information has been unlawfully accessed or acquired, you can contact us and provide details of the incident so that we can investigate it.

We will treat your complaints confidentially (unless otherwise required by law), investigate those complaints and aim to ensure that they are resolved within a reasonable time.

Contact our Information Officer by e-mailing details to:

claims@roadstarpanelandpaint.co.za

In terms of the POPI Act (POPIA) section 18. (h) (v) you also have the right to lodge a complaint to the Information Regulator (South Africa) (IRSA).

The IRSA contact details are:

<https://www.justice.gov.za/inforeg/contact.html>

JD House,

27 Stiemens Street

Braamfontein, Johannesburg, 2001