

## 18 Packaging & Distribution (Pty) Ltd

### Privacy Notice

#### **Introduction:**

18 Packaging & Distribution (Pty) Ltd is committed to handling your private information with the utmost respect and care. By closely following the guidelines and standards of the POPI Act we not only comply with the law but also ensure that your data is secure and safe.

#### **Who we are:**

18 Packaging & Distribution is a full-service manufacturer of thermo formed blister packs, and vacuum formed trays. As a contract packaging company, we provide full turnkey packaging solutions from packaging design to rapid prototyping, tooling, custom and stock thermoforming, warehousing and distribution services, to JIT (Just In Time) delivery.

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

We currently collect and process the following information:

- Your name, address, contact details, copies of identity documents, copies of passports, banking details, details, tax number and financial information;
- Business or residential physical & postal addresses;
- VAT information, company registration information, BEE information;
- Transactions carried out with 18 Packaging & Distribution;
- Details of contracts, agreements or sales carried out with 18 Packaging & Distribution;
- Your credit history, where you have applied for credit with 18 Packaging & Distribution.

#### **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 for one of the following reasons:

- Contractual obligations;
- Deliver services to you;
- Request for quotations on our products or services

We also receive personal information indirectly, from the following sources in the following scenarios:

- Banking Institutions or credit bureaus, when we do credit checks or decide whether to enter into an agreement with you.

We may share this information with:

- Banking Institutions;
- SARS- verification purposes;
- Any person if we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of 18 Packaging & Distribution, its clients or other third parties;
- Credit bureaus for the purposes of performing a credit check.
- Lawyers, accountants, auditors, regulators and law enforcement agencies, to the extent that is necessary to protect, preserve or enforce 18 Packaging & Distribution's rights and interests in respect of any agreement or financial documentation, to comply with any legal enquiry or to comply with any regulatory obligation

#### **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 data subject of a competent person where the data subject is a child consents to the processing. Kindly note that you have the right to withdraw your consent;
- The processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an obligation imposed by law on the business;
- The processing protects a legitimate interest of the data subject;
- The processing is necessary for the proper performance of a public law duty by the business;
- The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

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

18 Packaging & Distribution will comply with the relevant data privacy principles or condition relating to the processing of your personal information set out in Applicable Laws, this includes, but is not limited to, the collection, handling, correction, sharing, transfer, storage, and deletion.

#### **Your data protection rights:**

- You are entitled to access your personal data by sending a written request to [keereshni.k@dmpro.co.za](mailto:keereshni.k@dmpro.co.za). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.

- You may also request 18 Packaging & Distribution to correct or supplement any of your personal data which 18 Packaging & Distribution will undertake as soon as practicable.
- Request the destruction of your personal data. Kamlesh Pillay will consider your request in terms of any Applicable Laws or regulations prohibiting 18 Packaging & Distribution 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 month to respond to you.

Please contact us at [keereshni.k@dmpro.co.za](mailto:keereshni.k@dmpro.co.za) if you wish to make a request.

### **Contact details:**

Name: 18 Packaging & Distribution (Pty) Ltd

Address: Cnr Serenade or North Reef Road, Elandsfontein, Henville, 1429

Phone Number: 082 520 5582/011 822 3474

E-mail: [kamlesh.p@18pack.co.za](mailto:kamlesh.p@18pack.co.za)/[keereshni.k@dmpro.co.za](mailto:keereshni.k@dmpro.co.za)

### **How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [keereshni.k@dmpro.co.za](mailto:keereshni.k@dmpro.co.za).

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)