

POPIA PRIVACY NOTICE

The Responsible Party (Controller) as per the Protection of Personal Information Act No 4 of 2013 is

Ronnies Motors

Preamble and scope of application

Ronnies Motors appreciates your interest in its products / services and your visit to our website. Privacy is important to us and we want you to feel comfortable visiting our site. The protection of your privacy in the processing of your personal information, information relating to a living natural and/or existing juristic person, is an important concern to which we pay special attention during our business processes. Personal information collected during visits to our platforms will be processed by us according to Protection of Personal Information Act no.4 of 2013 (POPIA).

Our Privacy Statement on the use of our website does not apply to your activities on the websites of social networks or other providers that can be accessed through other links. Please read the data protection provisions on the websites of those providers. Technical and operational measures have been put in place to protect data subject privacy and Ronnies Motors invites all data subjects and/or requestors to engage with its Information Officer (IO) in respect of any matter related hereto.

Our Information Officer's Contact Details			
Name	RUSSELL IAN GRIGG		
Contact Number	043-711 8000		
Email Address:	Russell.grigg@ronnies.co.za		
Our Deputy Information Officer's Contact Details			
Name	Andre Botha	Kelly Harty	Wayne Randall
Contact Number	043-711 8000	043-711 8000	043-711 8000
Email Address:	Andre.botha@ronnies.co.za	Kelly.harty@ronnies.co.za	Wayne.randall@ronnies.co.za

Our details:

Ronnies Motors

Bonza Bay Road, Beacon Bay, East London, 5241

Tel: 043-711 8000

www.ronnies.co.za

The source of collection of your personal information:

We collect personal information that is reasonably necessary for the purpose that is required for such, directly / indirectly from data subjects, including but not limited to:

- name and surname; title; gender; age and birth date; contact details (email and mobile); residential, postal and/or business address; occupation; qualifications; past employment; medical information; registration and driver's license details; other forms of identification used to confirm your identity; credit card and bank account details; other financial information; current and past vehicle information and details; VIN numbers;
- cookies and website tracking which allows Ronnies Motors collect standard internet visitor usage information
- voice when we record inbound and outbound calls for quality, training and record purposes; and
- image by videos and photos at events, during market research or through security cameras;
- personal interests; and personal preferences (such as your preferred vehicle specifications)

Where do we collect your personal information?

- Prospective clients who enquire about our services
- When you visit our dealership to test drive or purchase a new / pre-owned vehicles / trucks and/or parts
- If you order a product / service
- Have your vehicle serviced or repaired
- When you contact or correspond with us and require support
- When you attend one of our events
- From road side assistance
- Via social media platforms
- Via our website including, if you choose to supply the information to us by entering your information into the interactive sections on our websites (for example, contact enquiry forms, social networking features and the like). Please be aware that any information you post or disclose on these websites may be available to other site visitors and the general public (depending on the privacy settings you have in place).

We may also collect information about you from other sources such as external third parties and from cookies on our website.

Purpose of use:

We will use your personal information for the purpose of technical administration of the website, customer administration, product surveys and various forms of marketing, only to the extent necessary in each specific case.

If you share Personal information by filling out a registration form, contact form, chat, survey or to execute a contract with you – we will use that information for the designated purposes, purposes of customer management and for purposes of processing and billing and business transactions within the required scope in each instance.

Collect data for statistical purposes to improve on service, to comply with the provisions of statute and regulations and in connection with legal proceedings.

For audit and record keeping purposes

Legal basis of processing

We process personal information under the following circumstances:

- Conclusion or performance of a contract;
- Necessary for compliance with legislation;
- Protecting a legitimate interest of the data subject;
- Protecting a legitimate interest of our organisation; and

When we have your consent.

Access to Information

In respect of the processing of PI as provided above, Ronnies Motors will adhere to the conditions for the lawful processing of PI, based on its desire to provide data subjects services in their best interests as well as a legitimate interest of Ronnies Motors to achieve its business objectives. Upon written request, we will inform you in writing within reasonable time what personal information is stored by us as defined by applicable law. Should such information be incorrect, we will at your request correct that information for you.

We will only disclose your information to government authorities in cases where it is required by law. Our employees and retailers are obliged by us to respect confidentiality.

Cookies / Settings

We use cookies to optimize the design of this website and make continuous improvements. By continuing your visit on the website, you consent to the use of cookies.

Third parties and your personal information

We may need to share your information to third parties to provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us.

These third parties may include, but not limited to:

- Your employer (where applicable);
- Analytics and search engine providers assisting in the enhancement of our websites;
- Information Technology specialists assisting us with data storage, security, processing, analytics, etc;
- Auditors of the Organisation;
- Regulatory or governmental authorities;

Information Security

Ronnies Motors is legally obliged to provide adequate systems, technical and organizational security measures in order to protect the information we have under our control against accidental or intentional manipulation, loss, destruction and against access by unauthorized persons. Our security procedures are continually enhanced as new technology becomes available and regular reviews will be conducted on the security controls and related processes.

Ronnies Motors also ensures that it contracts with Operators as required by POPI and it requires appropriate security, privacy and confidentiality obligations of these operators in order to ensure that personal information is kept secure.

The Transfer of your personal information across border

During our daily business activities, your personal information, under conditions of confidentiality, may be transferred, accessed, processed and/or stored in various countries for the purpose of service delivery.

Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa.

We will not transfer personal information to a third party in another country unless:

The recipient of the personal information is subject to a law, binding corporate rules or a binding agreement which:-

- Upholds principles for reasonable processing of the information that are substantially similar to the conditions contained in POPIA and
- Includes provisions that are substantially similar to those contained in POPIA relating to the further transfer of personal information from the recipient to third parties who are in another country
- You consent to the transfer;
- The transfer is necessary for the performance of a contract between yourself and us or for the implementation of pre-contractual measures taken in response to your request;

The transfer is necessary for the conclusion or performance of a contract concluded in the interest of yourself between us and a third party,

Direct marketing

Direct marketing involves us communicating directly with you to promote the sale of our goods and services. This can be achieved by an array of methods including for example, by mail, telephone, e-mail or SMS. We will obtain your consent prior to using or disclosing your personal information for direct marketing purposes. You have an option to opt out from direct marketing at any time.

Deletion of your personal information

We delete your personal information as soon as the purpose for which we have collected and processed the data ceases to apply. Beyond this time period, data storage only takes place to the extent made necessary by the legislation, regulations or other legal provisions to which we are subject to.

Rights of the Data Subject

As a data subject, you have the following rights when it comes to your personal information:

- To have your personal information processed in accordance with the conditions for the lawful processing of personal information
- Request that we confirm, free of charge, whether or not we hold personal information about you;
- To be notified on why your personal information is collected.
- Request that we consider your objections to the processing of your personal information (*please complete Annexure B*);
- To institute civil proceedings regarding the alleged interference with the protection of your personal information.
- Request that we provide you with a description of the personal information we hold about you, and to explain why and how it is being processed (*please complete Annexure A*);
- To rectify or correct their Personal information, including erasure and restrictions
- Lodge a complaint with the Information Regulator (please complete Annexure B).

Complaints and objections

If you are not happy with the way we have handled your personal information, please contact us and we will try our best to resolve the matter with you. For security reasons, we request that complaints, requests for access to or correction of personal information or any enquiries or questions concerning privacy matters be put in writing and e-mailed to our information Officer:

Ronnies Motors Trust
Bonza Bay Road, Beacon Bay, East London
Email: Russell.grigg@ronnies.co.za

If your concern is not resolved to your satisfaction you can contact the Information Regulator.

The Information Regulator

In the event that your personal information has not been processed in accordance with the POPI Act and the principles set out above, you have the right to lodge a complaint with the Information Regulator.

For further information regarding the complaints process, please visit the website of the Information Regulator, as indicated below.

Alternatively, you may contact the Information Regulator for further assistance:

The Information Regulator: Adv Pansy Tlakula

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: complaints.IR@justice.gov.za

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