



PRIVACY POLICY

1. DEFINITIONS

- 1.1. **"ECTA"** – refers to the Electronic Communications and Transactions Act 25 of 2002
- 1.2. **"OB"** – refers to the Oven Boys, a detailed cleaning company duly registered in South Africa.
- 1.3. **"PAIA"** refers to the Promotion of Access to Information Act no 2 of 2000.
- 1.4. **"Personal Information"** – defined in accordance with section 1 of the POPI Act.
- 1.5. **"POPI Act"** – refers to the Protection of Personal Information Act 4 of 2013 as amended.
- 1.6. **"User"** – refers to the person using the website.
- 1.7. **"Website"** – refers to the site www.ovenboys.co.za and/or use of the Facebook Platform to our services.

2. PRIVACY POLICY

2.1. This Privacy Policy is aligned with the requirements set out in the POPI Act, which requires us to protect the integrity and confidentiality of the information that has come into our possession therefore we endeavour to provide technical and organizational measures to ensure this. Furthermore, **OB** undertakes to comply with the provisions of PAIA. While we endeavour to protect the integrity and confidentiality of the information, **OB** shall not be held liable in the event that private information is stolen, hacked, or otherwise obtained due to circumstances beyond the control of **OB**.

3. PURPOSE OF A PRIVACY POLICY

- 3.1. The purpose of the privacy policy is to inform the user of the personal information that may be gathered, how the information may be used, and the protection utilized.

4. PERSONAL INFORMATION COLLECTED

- 4.1. **OB** collects general personal information that is used to carry out services, this includes the personal information of Individual and Corporate members.
- 4.2. The user's personal information is primarily obtained through online forms available on the website, email communications, hard copy forms that are submitted to **OB**, WhatsApp, social media and on occasion telephonically under specific circumstances with express consent from the user. In instances where corporate clients require services, the corporate client representative provide personnel information. It is the responsibility of the corporate client to ensure that it has the necessary consent to share such information.
- 4.3. Furthermore, **OB** may collect personal information using the following methods.
 - 4.3.1. Cookies Cookies may be saved to the user's devices. This improves the users experience of the website.
 - 4.3.2. Web Traffic Statistics This is information that is collected without notification to the user. The web traffic process individually identifies information collected. This s may include the IP and host address information of the user. The information obtained is used for general web traffic statistics and reports. The information obtained is not used to monitor, track or report on the usage of the user unless the user is suspected of illegal or unauthorized usage of any component the **OB** infrastructure.

5. USE OF PERSONAL INFORMATION

5.1. The personal information shall be used only by **OB** and its employees in the process of delivering its organizational purpose and services save for when the personal information is shared with a third party to fulfil an **OB** obligation or service.

5.2. **OB** shall not sell, rent nor provide the user's personal information to an unauthorized entity or to third parties for their independent use without the user's consent. **OB** will release the user's personal information to a party if it believes that **OB** is required by law or by a court or statutory body to do so. Furthermore, **OB** will also disclose the user's personal information if **OB** believes that it is necessary to prevent or lessen any unlawful or harmful actions and to protect and defend legitimate business interests, rights, or property of **OB**.

5.3 **OB** will not use the user's data for any marketing purposes or to offer new services. As a detailed cleaning company **OB** suggests a yearly maintenance clean and will only use the email address as provided at the beginning of the business discussion to send a reminder thereof at the user's discretion to proceed or be removed from this mailing list.

6. PURPOSE FOR COLLECTING PERSONAL INFORMATION

6.1. **OB** collects personal information for the following purposes:

6.1.1. To provide the user with the services offered and requested.

6.1.2. To understand the user's specific needs and requirements in order to accurately quote and secure booking for logistics purposes.

6.1.3. To provide the user with **OB** communications in relation to the services that are requested and rendered and to keep the user informed of governance related updates.

6.1.4. For statistical, historical and/or reporting purposes.

6.1.5. To ensure payment to suppliers for services rendered.

6.2. **OB** shall ask for the user's permission in the event that the user's personal information is used for any purpose that is not mentioned above or unrelated to the operations/services of **OB** and its use in the ordinary course of business.

7. CORRECTION OF PERSONAL INFORMATION

7.1. It is your responsibility to ensure that the personal information provided to website, social media, WhatsApp and telephonically is true, correct, and accurate at all times. You may update and correct your personal information at any time either yourself via email communications to **OB** (info@ovenboys.co.za), telephonically (0677726410) or WhatsApp (0677726410). **OB** does not vet or check the information provided to it, and thus will not be held responsible for any incorrect or outdated information it may and which may be used to provide you with relevant and important communications.

8. PROTECTION OF PERSONAL INFORMATION

8.1. All personal information collected by **OB** obtains from the user is kept secure and confidential to the best extent possible. This includes security protection of the physical devices storing the information and computer-based protection in the form of passwords, encryptions, signed certificates and other means. Access to this personal information is only by authorized personnel of **OB** and technicians of its mobile team. **OB** may extend this access with due regard for the safety of and ensuring the integrity and confidentiality of the personal information.

8.2. **OB** conducts regular security testing of its servers and ensures that its employees are trained around protection of personal information.

8.3. **OB** will provide the user with the records of their personal information at their request. As part of a security measure, the information requested will only be sent to the user's email on file.

8.4. In the event a user objects to their personal information being processed by **OB**, the user is required to inform **OB** in terms of the POPI Act via email on info@ovenboys.co.za

Objecting to the processing of the personal information may result in services being stopped, access or implementation issues and/or other service inefficiencies and communications.

8.5. Personal information of the user is stored on site and in the cloud with access only granted to authorized **OB** personnel. The personal information will only be retained for so long as necessary to carry out its function, services required and/or for historical and statistical use by **OB**. Personal information that is no longer required for purposes of rendering services shall be destroyed and **OB** undertakes to ensure that personal information shall not be stored longer than 5 (FIVE) years unless mandated by law and/or historical record purposes for recurring clients.

9. LINKS ON OB WEBSITE OR EMAIL COMMUNICATIONS

9.1. **OB** is not responsible for the content or the privacy policies of websites of other institutions to which it may link you to – mainly for information purposes and access to documents provided by such institutions. The use of other third-party websites and content is at your sole discretion. This Policy applies solely to information collected by the **OB**.

9.2. **OB** is not responsible for any representations or information or warranties or content on any website of any third party (including websites linked to the **OB** website). **OB** does not exercise control over third parties' privacy policies, and you should refer to the privacy policy of any third party to see how such party protects your privacy.

10. PERSONAL INFORMATION HELD BY OR DISCLOSED BY YOU TO THIRD PARTIES

10.1 If you disclose any personal information to a third party, such as one of our business partners or anyone other than **OB**, you must be aware that **OB** does not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.

11. POLICY APPROVAL

11.1 The Board has approved this policy on 9 November 2023, and it will be reviewed periodically.

