

Steyn Steel Privacy Policy: Clients

Introduction

This privacy policy which describes how Steyn Steel collects, process and share your personal information, as required by the Protection of Personal Information Act, No. 4 of 2013 (POPIA).

Personal information collected

The specific information that we collect will vary depending on the type of interaction with you, including but not limited to entity details, address, director's details, telephone numbers, e-mail addresses, identification numbers, authorized signatory details, banking detail, financial information, trade references, VAT numbers, credit assessment reports and company registration information (CIPC).

How and when we collect your personal information

We collect personal information about you during the various interactions you have with us, including:

- When you purchase goods from us, we process orders, invoices and payments;
- When you communicate with us through e-mail, phone, social media or our website; and
- When you open a COD or 30-day account, depending on the type of account, we collect information to support our credit assessment and contractual relationship. We may obtain further information during the credit assessment process such as credit risk reports.

Why we collect and process your personal information

We collect and process your personal information for the following purposes:

- To respond to your enquiries and fulfil your requests (for example: generate quotations, invoices, credit notes, refunds) and send you administrative communications;
- To send you electronic documents, such as statements, invoices, quotes, letters relating to outstanding amounts;
- To confirm that information supplied are valid and accurate;
- To obtain your feedback on our products or customer service;
- To make an assessment of your credit risk prior to entering into a credit agreement with you;
- To update our information to make sure your information is accurate and up to date; or
- To collect outstanding amounts owing to us and to take legal action where required.

Sharing of personal information

For the purposes explained above, we may share your information with the following third parties:

- Auditors during the course of a statutory audit conducted by them;
- Business scoring or credit rating agencies;
- Debt collection agencies or attorneys in charge of the legal process of recovering unpaid debt; or
- Competent authorities as and when required by law.

All third parties are contractually required to adequately protect your personal information and may only use it for the purpose for which the information was shared.

Security

Appropriate physical and digital safeguards have been put in place to protect your personal information from unauthorized access.

Retention

We retain your personal information for as long as necessary for the purpose for which it was collected, or for the duration of our contractual relationship, or in line with regulatory requirements. For example, should you not use your COD or 30-day account for longer than 12 months, the physical and electronic documents relating to your account will be destroyed (although transactional information is retained on our systems in line with regulatory requirements).

Updating of privacy policy

We may from time to time amend and update this privacy policy. The most recent version of this document will always be available to view on our website <https://www.steynsteel.co.za/> or in-store.

Access to personal information

You can contact our Information Officer using the contact details below to:

- Request access, modification or destruction of your personal information; or
- Object to any aspect of the collection and processing of your personal information.

Information Officer: Marietjie Joubert

E-mail: Popia@steynsteel.co.za

Telephone: (021) 882 8719