



SPEC PROTECTION OF INFORMATION POLICY

for

SPEC GROUP OF COMPANIES

[incl. SPEC Group Services (Pty) Ltd, Surface Preparations Equipment and Coatings (Pty) Ltd, SPEC Corrosion (Pty) Ltd, SPEC Hardware (Pty) Ltd and SPEC Holding Trust]

1. INTRODUCTION

- 1.1 The Protection of Personal Information Act [the "POPI Act"] defines "*personal information*" as ANY information relating to an identifiable living natural person or juristic person. This means that there is not only a requirement to safeguard the personal information of an individual, but that of customers and suppliers as well;
- 1.2 The POPI Act therefore requires the SPEC Group of Companies to inform their customers and suppliers as to the manner in which their personal information is collected, used, disclosed and destroyed and commits to customers and suppliers that their privacy will be protected in accordance with applicable laws;
- 1.3 In view of the above, the SPEC Group of Companies regard all information of their customers and suppliers as confidential (unless the information is public domain) and will deal with such information at all times in terms of this Policy;
- 1.4 This policy is available on the SPEC website and by request from the SPEC Information Officer.

2. DEFINITIONS

- 2.1 In this Policy, words shall have the corresponding meaning associated with them below, unless clearly stated otherwise;
 - (a) "*confidential information*" shall mean any information received from the customer, supplier, employee or lessee or any such information obtained by legitimate means and shall include personal information as defined in terms of the POPI Act, but exclude information that is public domain;
 - (b) "*customer*" shall mean a natural or juristic person entering into a business relationship with any of the divisions of the SPEC Group of Companies with the purpose of buying goods or obtaining a service;
 - (c) "*employee*" shall mean a natural person employed by SPEC Group of Companies, whether on a permanent or temporary basis;
 - (d) "*lessee*" shall mean a natural person(s) who rent property from SPEC Group of Companies;
 - (e) "*POPI Act*" shall mean the Protection of Personal Information Act, Act 4 of 2013;

- (f) "*SPEC Group of Companies*" is a collective reference to its business divisions and shall mean any one of SPEC Group Services (Pty) Ltd, Surface Preparations Equipment and Coatings (Pty) Ltd, SPEC Corrosion (Pty) Ltd, SPEC Hardware (Pty) Ltd and SPEC Holding Trust;
- (g) "*Supplier*" shall mean a natural or juristic person entering into a business relationship with any of the divisions of the SPEC Group of Companies with the purpose of selling goods or rendering a service.

3. COLLECTION AND PROCESSING OF PERSONAL INFORMATION

- 3.1 The POPI Act provides that personal information may only be processed if, given the purpose for which it is processed, is adequate, relevant and not excessive.
- 3.2 In this regard SPEC Group of Companies will collect and process personal information of its customers, suppliers and employees for the purposes of:
 - (a) assessing the creditworthiness of the customer in the provision of incidental credit;
 - (b) using such information for the development of payment services from customers;
 - (c) assessing a supplier's ability to render a proper service or goods and/or to enter into a business relationship;
 - (d) using such information for the development of payment services to the supplier;
 - (e) administration and management of the employment relationship between SPEC Group of Companies and all of its employees to ensure sound administration and accountancy practices, training of employees and to ensure compliance with relevant labour- and related laws;
 - (f) conducting due diligence with reference to complying with the SPEC Group of Companies policies relating to fraud, crime, money laundering, anti-bribery and corruption as well as preferential procurement policies;
 - (g) auditing and record purposes;
 - (h) complying with legal and statutory requirements; and
 - (i) pursuing the legitimate interests of the SPEC Group of Companies of which the customer or supplier trade with.
- 3.3 All required personal information will be requested from the customer, supplier, employee or lessee or collected by any legitimate means necessary, provided that any collection of personal information or a request for personal information shall provide the following:
 - (a) notification to the customer, supplier, employee or lessee that their personal information is being collected or required;
 - (b) the source of the personal information (if not obtained from the customer, supplier, employee or lessee);

- (c) the purpose for which the information is being collected;
- (d) the consequences of failure to provide the information;
- (e) any particular law authorising or requiring the collection of information (if relevant); and
- (f) their right to access the information and to object on reasonable grounds;

3.4 Personal information will be collected in hard copy or by means of electronic mail.

3.5 Collecting and processing of personal information as well as access thereto will be limited to relevant departments and personnel who are required to fulfil the responsibilities in terms of the reason(s) the information was collected.

3.6 The collection and processing of personal information is manifested in SPEC Group of Companies' Terms and Conditions of Sale and the employee's Employment Contract which will specify the specific information required as well as the consent for disclosure should it be required. Should a customer or supplier fail to provide such information (or consent where applicable) or instead require their Terms and Conditions of Sale to be applied which do not provide similar content, SPEC Group of Companies shall proceed to collect and process information as contemplated in the POPI Act and this Policy.

4. DISCLOSURE OF PERSONAL INFORMATION

4.1 Subject to paragraph 4.2 below, SPEC Group of Companies will not disclose the personal information of a customer, supplier or employee to a third party without the written consent of the customer, supplier or employee.

4.2 Notwithstanding paragraph 4.1 above and provided that it takes place in terms of this Policy's rules on safeguarding of personal information, SPEC Group of Companies may share personal information of a customer, supplier or an employee to a relevant third party:

- (a) internally with another business division within the SPEC Group of Companies for purposes of providing a customer or supplier with the opportunity to engage with the Group's range of products or services housed in the respective business divisions or where an employee's personal information is required for the same reason it was collected for;
- (b) where it is required to do so in terms of law or statutory requirements;
- (c) where it is deemed necessary to protect the rights of SPEC Group of Companies;
- (d) where a customer's creditworthiness is assessed in case of an application for the provision of incidental credit;
- (e) when conducting a due diligence assessment relating to fraud, crime, money laundering, anti-bribery and corruption; and

- (f) where there is a duty to the public to disclose such as where public interest outweighs any interference with the privacy of the individual or customer/supplier/employee or to prevent or mitigate a serious or imminent threat to public health.

5. AMENDMENT OF PERSONAL INFORMATION

- 5.1 Customers, suppliers and employees have the right to access their information in possession of SPEC Group of Companies and can ask for updating, amendment or deletion thereof should the information not be correct, not required for purpose or has passed the period it is/was required for; provided that SPEC Group of Companies is not restricted to comply thereto by means of prevailing legislation or to protect its legitimate interests.
- 5.2 It is the customer, supplier, employee and lessee's responsibility to inform SPEC Group of Companies should the substance or integrity of their personal information change.
- 5.3 Access to personal information in terms of this paragraph shall only be allowed upon proper identification and written confirmation of authority.

6. SAFEGUARDING INFORMATION

- 6.1 To ensure the proper safeguarding, integrity and confidentiality of personal information in its possession or under its control, SPEC Group of Companies has conducted a risk analyses to identify reasonable and foreseeable risks and established and maintain safeguards against the risks identified and will continually update and verify them.
- 6.2 To further ensure the safeguarding of personal information, SPEC Group of Companies:
- (a) have regard to generally and reasonably accepted information security practices and procedures;
 - (b) restrict the access to personal information to designated personnel with permitted authorisation levels to process the data for the reason(s) it was collected for;
 - (c) places a duty of confidentiality on all designated personnel/employees who have signed an acknowledgement of such duty;
 - (d) file/store physical documents under lock and key and apply strict limits on access to computers and electronic data; and
 - (e) ensures electronic files/data are backed up weekly and stored in a safe and secure place with strict protocols applying to access.

- 6.3 Should the personal information of a customer, supplier, employee or lessee be compromised or reasonable grounds exist that the information has been accessed or acquired by any unauthorised person, SPEC Group of Companies shall notify the Information Regulator and the relevant customer, supplier, employee or lessee as soon as reasonably possible.

7. ACCESS TO INFORMATION

- 7.1 All personal information of customers, suppliers and employees are dealt with in strict confidence and access thereto are strictly governed by the protocols in terms of paragraphs 4, 5 and 6 of this Policy.
- 7.2 In addition to the above, access, and disclosure of any confidential information or information belonging to a Company will only be authorised by the CEO, Executive Financial Manager and Head of Legal Department.
- 7.3 Access to personal information in terms of this paragraph shall only be allowed upon proper identification and written confirmation of authority.

8. STORAGE OF DOCUMENTS

- 8.1 The storage of personal and confidential information in hard copy or electronic format as well as the reason(s) for collecting it are restricted to the period required to fulfil the reason(s) it was collected for and/or as stipulated by prevailing legislation, i.e.:
- (a) Companies Act – 7 years or in some cases indefinite;
 - (b) Financial Intelligence Centre Act (FICA) – 5 years
 - (c) Basic Conditions of Employment Act – 3 years
 - (d) Compensation for Occupational Injuries and Diseases Act (COIDA) – 3 years and some longer
 - (e) South African Revenue Services Acts – 5 years
- 8.2 Personal Information that has reached the above restrictions will become obsolete and will be destroyed in a manner that it is not able to be reconstituted in a legible format.

9. GROUP INFORMATION OFFICER

9.1 SPEC Group of Companies has appointed an Information Officer as prescribed by the POPI Act who will be responsible for ensuring compliance with this Policy and the POPI Act and who will serve as a first line of enquiry or complaint regarding any aspects related to the processing of personal information by SPEC Group of Companies.

9.2 The particulars of the Group Information Officer are:

Name : Monique Kitching

E-mail address : adminpe1@spec.co.za

Telephone : 041 463 3670

Physical Address : 19 Kurland Road, Perseverance, Port Elizabeth

10. GENERAL

10.1 This Policy should be read with the POPI Act and where this Policy is silent on any matter which is governed by the POPI Act, the conditions of the POPI Act shall apply.