



# Privacy policy





## Policy statement

Industroclean is committed to protecting your privacy. You can visit most pages on our website without giving us any information about yourself. But sometimes we do need information to provide services that you request, and this privacy statement explains data collection and use in those situations.

This privacy statement only applies to Industroclean, it does not apply to other on-line or offline websites, products, or services. Please read the complete privacy policy and statement.

## Compliance with the POPI Act

This privacy policy statement is subject to the Protection of Personal Information Act, Act 4 of 2013 as amended and requires the implementation of the eight conditions for the lawful protection of personal information in terms of the Act.

## Collection of your personal information

We will ask you when we need Information that personally identifies you (personal information) or allows us to contact you. Generally, this Information is requested when you are registering before entering a contest, ordering e-mail newsletters, signing up for an event or training, or when purchasing and/or registering for any of our products. Personal information collected by Industroclean is often limited to e-mail address, language, country or location, but may include other information when needed to provide a service you requested.

For example: If you choose a service or transaction that requires payment, such as making a purchase in the shop area of the website, we will request personal information necessary for billing and/or shipping, such as: name, address, telephone number, and credit card number.

When you buy and install a new product, we may ask you to register your purchase electronically. We keep this registration information on file with any information you've already given us on previous visits to our website.

Industroclean also collects certain information from your computer hardware and software. This information may include: your IP address, browser type, operating system, domain name, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of Industroclean's website.

Industroclean also collects information about which pages our customers visit within our web. This website visitation data is identified only by a unique I.D. number, and it is never linked with personal information unless a user consents as described below.

## Use of personal information

We use your personal information for the following purposes:

- To ensure our website is relevant to your needs.
- To deliver services, such as newsletters, events, training, or software, that you request or purchase.
- To help us create and publish content most relevant to you.
- To alert you to product upgrades, special offers, updated Information, and other new services from Industroclean, if you so request.
- To allow you access to limited-entry areas of our website as appropriate.

We will merge site-visitation data with anonymous demographic Information for research purposes, and we may use this Information in aggregate to provide more relevant content. In some limited-entry sections of Industroclean's website, with your approval, we will combine site-visitation data with your personal information in order to provide you with personalized content. If you decline permission, we will not provide you the personalized service and won't merge your personal information with site-visitation data.

We occasionally hire other businesses to provide limited services on our behalf, including packaging, mailing, and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. We will only provide those businesses the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Industroclean may disclose your personal information if required to do so by law or in the good-faith belief that such action is necessary to:

- conform to the edicts of the law or comply with legal process served on Industroclean or the website.
- protect and defend the rights or property of Industroclean and its website; or
- act in urgent circumstances to protect the personal safety of Industroclean's employees, users of our products or services or members of the public.

## Control of your personal information

When you register, or otherwise give us personal information, Industroclean will not share that information with third parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

Industroclean may send out periodic e-mails informing you of technical service or security issues related to a product or service you requested or confirming that you requested a product or service. You will not be able

to choose to unsubscribe to these mailings, as they are considered an essential part of the service you have chosen.

## Access to your personal information

We will provide you with the means to ensure that your personal information is correct and current.

If you register with Industroclean or subscribe to a newsletter, you can review and edit your personal information at the profile page. You will be asked to enter your username and password before viewing your personal information.

At the profile page you can:

- View and edit personal information you have already given to Industroclean.
- Tell us whether you want us to send you marketing information.
- Choose whether you want third parties to send you their offers by postal mail.
- Subscribe, or cancel subscriptions, to newsletters about our services and products.

Some services offered on Industroclean's website may collect information that is not accessible via the home or profile page. However, in such cases, you can access your personal information by contacting Industroclean as described at the bottom of this statement.

## Security of your personal information

Industroclean is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. For example, we store the personal information you provide in computer servers with limited access that are located in controlled facilities. When we transmit sensitive Information (such as a credit card number) over the internet, we protect it using encryption, such as the Secure Socket Layer (SSL) protocol.

## Protection of children's personal information

Industroclean is a general audience website and does not knowingly collect any personal information from children.

## Use of cookies

When someone visits our website, a cookie is placed on the customer's machine (if the customer accepts cookies) or is read if the customer has visited the site previously. One use of cookies is to assist in the collection of the site visitation statistics described above.

We also use cookies to collect information on which newsletter links are clicked by customers. This information is used to ensure we are sending information customers want to read. It is collected in aggregate form and never linked with your personal information.

Web beacons, also known as clear gif technology, or action tags, may be used to assist in delivering the cookie on our site. This technology tells us how many visitors clicked on key elements (such as links or graphics) on Industroclean's website. We do not use this technology to access your personally identifiable information on our website; it is a tool we use to compile aggregated statistics about Industroclean's website usage. We may share aggregated site statistics with partner businesses but do not allow other businesses to place clear gifs on our website.

If you choose to not have your browser accept cookies from Industroclean's website, you will be able to view the text on the screens, however you will not experience a personalized visit nor will you be able to subscribe to the service offerings on the site.

## Opt-out procedure

"Opting-out" in a legal sense means the same as it does in an everyday sense. To "Opt-Out" means you are choosing to no longer participate in something.

Opting out becomes significant in a legal sense when you develop a website or app that's legally required to provide a method of opting out to those who use your website or app. Not all business models are required by law to provide an opt-out method for customers.

An Opt-Out policy that lets customers know that they have the ability and right to opt out of aspects of your website or app, as well as a clear and easy-to-follow method for actually opting out, are required by law in certain circumstances.

## Purpose specification of personal information

Any personal information supplied by a Data Subject shall only be collected and used by Industroclean for the purpose for which it was originally intended. If the personal information will be used for another purpose, consent from the Data Subject will be obtained prior to the use of such Information.

## Accuracy of personal information

In the event of any changes to the personal information of a Data Subject, the Data Subject is under an obligation to inform Industroclean of the said changes within a reasonable period.

## Changes to this policy

Industroclean will occasionally update this privacy policy. When we do, we will also revise the "last updated" date at the top of the privacy policy. For material changes to this policy, Industroclean will notify you by placing prominent notice on its website.

Industroclean reserves the right to amend, alter and terminate this policy at any time.

## Contact information

Industroclean welcomes your comments regarding this privacy statement.

This Privacy Policy is available on Industroclean (Pty) Ltd's website at:  
[www.industroclean.co.za](http://www.industroclean.co.za)

### INFORMATION OFFICER DETAILS

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Authorised by: Emma Corder

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11 October 2023