



Processors of garlic and sundried products

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## **INTRODUCTION:**

The Privacy Notice explains how Protection Fresh t/a Simply Garlic obtain, use, and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At Protection Fresh t/a Simply Garlic we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

## **FRAMEWORK:**

This Policy is governed by the Protection of Personal Information Act 4 of 2013.

## **WHO WE ARE:**

Protection Fresh t/a Simply Garlic is an owner-managed company that has adopted a dynamic, hands-on approach which will enable us to meet the demands of our valued clients and to receive personal service and quality products. The company has been established to source, process, package and distribute Value Added Food products. We are committed to provide consumers with food products that exceed expectations and ensure full customer satisfaction. Protection Fresh t/a Simply Garlic will serve its customers in the best way possible by providing products that are the right quality, the right quantity, at the right price and at the right time.

## **THE TYPE OF PERSONAL INFORMATION WE COLLECT:**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we may ask you to provide us with certain personal identifiable information that can be used to contact or identify You. Personal identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Company
- Usage Data

## **HOW WE GET THE PERSONAL INFORMATION AND WHAT WE USE IT FOR:**

Most of the personal information we process is provided to us directly by you as the Data Subject for one of the following reasons:

- The information will be collected directly from you where you provide us with your personal details to facilitate future communication. Where possible, we will inform you what information you are required to provide to us and what information is optional.
- Information collected will be provided to us by you where we will have access to your name, surname, email address and contact details.
- Information provided will be regarding services, sales and products, careers, and customer care provided at Protection Fresh t/a Simply Garlic.



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We also receive personal information indirectly, from the following sources in the following scenarios:

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information. They improve our visitor’s experience of the website and tracks the user’s behaviour on the website.

Information Usage:

We will use your personal information only for the purposes for which it was collected and agreed with you.

Personal information such as contact details will be obtained in order for Protection Fresh t/a Simply Garlic to contact you regarding any enquiries made relating to and not limited to the services we provide, the products we produce, potential business and sales opportunities and careers.

Information Sharing:

- We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.
- Information is shared with relevant departments to who the enquiry is meant for. Each department ensures strict confidentiality, security and privacy are maintained.
- Protection Fresh t/a Simply Garlic’s Chief Executive Officer and Management team receive information collected from the website where you would have provided us with your information.
- Protection Fresh t/a Simply Garlic does contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information is kept secure.

**WHEN WILL WE PROCESS YOUR PERSONAL INFORMATION:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child consents to the processing. Kindly note that you have the right to withdraw your consent.
- The processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party.
- The processing complies with an obligation imposed by law on the business.
- The processing protects a legitimate interest of the data subject.
- The processing is necessary for the proper performance of a public law duty by the business, or
- The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.



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#### **HOW WE STORE YOUR PERSONAL INFORMATION:**

All information is gathered through various forms on our website and stored on email of which the enquiries are sent to after being completed online. Information is gathered and stored on the ERP Next System which records information on the CRM module.

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our service, or we are legally obligated to retain this data for longer time periods.

We keep your information for as long as the information is used and at least 1 year thereafter, should the information become obsolete, we will then dispose your information securely when no longer required. The information will be disposed of correctly in line with the companies Data Destruction Policy as well as applicable legislation, ensuring the proper destruction and removal of data in such a way that it will no longer be accessible or retrievable.

#### **YOUR DATA PROTECTION RIGHTS:**

You are entitled to access your personal data by sending a written request to Ashmina Hiralal ([ashmina@simplygarlic.co.za](mailto:ashmina@simplygarlic.co.za)). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.

You may also request Protection Fresh t/a Simply Garlic to correct or supplement any of your personal data which Protection Fresh t/a Simply Garlic will undertake as soon as practicable.

Request the destruction of your personal data – Gerard Van Der Laarse our Information Officer and Ashmina Hiralal, our Deputy Information Officer will consider your request in light of any other laws or regulations prohibiting Protection Fresh t/a Simply Garlic from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact [ashmina@simplygarlic.co.za](mailto:ashmina@simplygarlic.co.za) if you wish to make a request.

#### **CONTACT DETAILS:**

##### **Deputy Information Officer:**

Name: Ashmina Hiralal

Address: 423 Dewar Street, Derdepoort, Pretoria, 0186

Phone Number: 081 887 3780

E-mail: [ashmina@simplygarlic.co.za](mailto:ashmina@simplygarlic.co.za)



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**HOW TO COMPLAIN:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [ashmina@simplygarlic.co.za](mailto:ashmina@simplygarlic.co.za)

**THE INFORMATION REGULATOR (SOUTH AFRICA)**

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

**Their contact details are as follows:**

33 Hoofd Street  
Forum III, 3rd Floor Braampark  
P.O Box 31533  
Braamfontein, Johannesburg, 2017

Complaint's email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)