

PRIVACY NOTICE

INTRODUCTION

Robberg Fast Foods SA (Pty) Ltd understands that your privacy is important to you and that you care about how your personal information is used. We respect and value the privacy of all those that we have dealings with and use personal information in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Who we are:

Robberg Fast Foods SA (Pty) Ltd

Registration number: 1995/007260/07

Physical Address: Theron Street, Candlewood Centre, Industrial Area, Plettenberg Bay

Contact number: 044 5012600

What does this Privacy Notice cover?

This Privacy Notice explains how we use your personal information, how it is collected, how it is held and how it is processed.

What is personal information?

Personal information is defined by the Protection of Personal Information Act, as 'any information relating to an identifiable living natural or existing juristic person'.

Personal information is any information about you that enables you to be identified. Personal information covers information such as your name and contact details, identification numbers, electronic location data and other online identifiers.

We process personal information by both electronically and paper based as part of a filing system.

What personal information do you collect and how?

We may collect and hold some or all of the personal information set out in the table below, using the methods also set out in the table. We might collect 'special personal information' where so required by law. Special personal information may include information relating to race, ethnical origin, health, biometric information and criminal behavior of a data subject.

Information Collected	How we collect the personal information
Identity information including but not limited to identity numbers, drivers licenses, passport numbers, names, surnames, company/entity names and registration details, vehicle registration numbers, CCTV footage.	As far as practicably possible directly from the data subject. If not practicable possible to obtain such information from you we will obtain such information from third parties or public forums where you may have made your personal information deliberately public.
Contact and location information including but not limited to telephone and fax numbers, email addresses, physical addresses, postal addresses, geographical location data.	As far as practicably possible directly from the data subject. If not practicable possible to obtain directly from you we will obtain such information from third parties or public forums where you may have made your personal information deliberately public.
Business information including but not limited to ownership shareholding, job titles, professions, email communication of an implicit or explicit private and confidential nature, affiliations, products, services, statutory registration information.	As far as practicably possible directly from the data subject, if not practicable possible to obtain directly from you we will obtain such information from third parties or public forums where you may have made your personal information deliberately public.
Payment information including but not limited to transaction history, bank statements, invoices, credit notes, credit/debit card details, bank account numbers, credit ratings.	As far as practicably possible directly from the data subject, if not practicable possible to obtain directly from you we will obtain such information from third parties or public forums where you may have made your personal information deliberately public. Banks and credit rating/consumer data verification agencies.
Profile information including but not limited to preferences, customer profiles, transaction history etc.	As far as practicably possible directly from the data subject, if not practicable possible to obtain directly from you we will obtain such information from third parties or public forums where you may have made your personal information deliberately public.
Data from third parties including the verification of information, consumer profiles etc.	As far as practicably possible directly from the data subject, if not practicable possible to obtain directly from you we will obtain such information from third parties or public forums where you may have made your personal information deliberately public.

How do you use my personal information?

Under POPIA, we must always have a lawful basis for using personal information. We may use your personal information for one or all of the following purposes:

- Administration of our business
- Supplying our products and / or services to you.

- Managing payments for our products and / or services to you.
- Personalising and tailoring our products and / or services for you.
- Communicating with you.
- Supplying you with information by electronic communication if you have agreed thereto (you may opt-out by contacting us in the contact information supplied)
- With your permission we may also use your personal information for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or broadcast whatsapp messaging, with information, news, and offers on our products and/or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under POPIA and you will always have the opportunity to opt-out.

We will only use your personal information for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal information for that purpose. If we do use your personal information in this way and you wish to explain how the new purpose is compatible with the original, please contact us by using the contact information supplied.

If we need to use your personal information for a purpose that is unrelated to, or incompatible with the purpose(s) for which it was originally collected we will inform you and explain the legal basis which allows us to do so or obtain permission from you to do so.

In some circumstances, where permitted or required by law, we may process your personal information without your knowledge or consent. This will only be done within the bounds of POPIA and your legal rights.

How long with you keep my personal information?

We will not keep our personal information for any longer than is necessary in light of the reason for which it was first collected. Your personal information will therefore be kept for:

- As long as it serves the purpose it was collected and intended for
- Such periods as prescribed in any legislation applicable to our business
- Any period agreed to in a contract
- The purposes of fulfillment of a contract, or
- Any period you may have agreed to.

How and where do you store my personal information?

We will endeavour to store your personal information in South Africa, on site in locked filing cabinets and digitally under secure means. This means that it will be fully protected under POPIA.

The security of your personal information is essential to us and to protect your information we take a number of important measures, including the following:

- Limiting access to your personal information to those employees, agents, contractors and other third parties with a legitimate need to know and where applicable, ensuring that they are subject to duties of confidentiality.

- Procedures for dealing with data breaches (accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access to your personal information) including notifying you and the Information Regulators Office where we are legally required to do so.
- Continuous maintenance and updating of such safeguards to secure your personal information.

Do you share my personal information?

We will not share any of your personal information with any third parties for any purposes, subject to the following exception/s.

- For the purpose of inter alia fulfilment of an application, contract, rendering of a service or goods.
- If we sell, transfer, or merge parts of our business or assets, your personal information may be transferred to a third party. Any new owner of our business may continue to use your personal information in the same way that we have used it, as specified in this Privacy Notice.
- In some limited circumstances, we may be legally required to share certain personal information, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.
- We may share your personal information with other companies in our group.

If any of your personal information is shared with a third party, as described above, we take reasonable steps to ensure that your personal information is handled safely, securely, and in accordance with your rights.

Operators:

We may make use of third party service providers to process personal information on our behalf. To protect such personal information, we will enter into a formal written agreement with the service provider. In terms of such agreement the service provider will be required to process personal information in accordance with conditions as prescribed by us, including measures to protect the security and integrity for such personal information.

Your data protection rights:

You are entitled to access your personal information by sending a written request to admin@robberg.co.za. There may be a fee charged for this service, especially if your request is 'manifestly unfounded or excessive' (for example if you make repetitive requests) to cover our administrative costs.

You may also request to correct or supplement any of your personal information which we will undertake as soon as practicable.

You may also request the destruction of your personal information, which we will consider in light of any other laws or regulations prohibiting us from destroying your personal information.

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.

How do I contact you?

To contact us about anything to do with your personal information and the protection of your personal information, including to make a data subject access request, please use the following details (for the attention of The Information Officer):

Email address: admin@robberg.co.za

Telephone number: 044 5012604 / 044 5012608

Changes to this Privacy Notice

We may make changes to this Privacy Notice from time to time. This may be necessary if the law changes or if we change our business in a way that affects personal information protection and might be posted on our website.

Accuracy

Please note that it is your responsibility to provide us with accurate information. It is also your responsibility to notify us if any of your information has changed.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@robberg.co.za

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

The Information Regulator (South Africa)

33 Hoofd Street

Forum 111, 3rd Floor Braampark

P.O. Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints@IR@justice.gov.za