



Environmental and Engineering Consultants

PRIVACY POLICY

PROTECTION OF PERSONAL INFORMATION ACT 2013

RAYTEN ENGINEERING SOLUTIONS (PTY) LTD'S PRIVACY POLICY AND STATEMENT

Rayten Engineering Solutions 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 Rayten Engineering Solutions; it does not apply to other online or offline websites, products, or services. Please read the complete Privacy Policy and Statement.

COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT, ACT 4 OF 2013 AS AMENDED (PoPI ACT)

This Privacy Policy Statement is subject to the PoPI Act 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 or services. Personal Information collected by the Responsible Party often is 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 have already given us on previous visits to our website.

Rayten Engineering Solutions 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 the Responsible Party's website.

Rayten Engineering Solutions 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 YOUR PERSONAL INFORMATION

We use your Personal Information for the following purposes:

1. To ensure our website is relevant to your needs.
2. To deliver services, such as newsletters, events, training, or software, that you request or purchase.
3. To help us create and publish content most relevant to you.
4. To alert you to product upgrades, special offers, updated Information and other new services from the Responsible Party, if you so request.
5. 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 the Responsible Party, with your approval, we will combine site-visitation data with your Personal Information to provide you with personalised content. If you decline permission, we will not provide you the personalised service and will not 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.

Rayten Engineering Solutions may disclose your Personal Information if required to do so by law or in the good-faith belief that such action is necessary to:

1. conform to the edicts of the law or comply with legal process served on the Responsible Party or the website;
2. protect and defend the rights or property of the Responsible Party and its website; or
3. act in urgent circumstances to protect the personal safety of the Responsible Party'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, the Responsible Party 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.

Rayten Engineering Solutions 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 Rayten Engineering Solutions or subscribe to a newsletter, you can review and edit your Personal Information by sending a request to popi@rayten.co.za.

Some services offered on the Responsible Party'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 the Responsible Party as described at the bottom of this statement.

SECURITY OF YOUR PERSONAL INFORMATION

Rayten Engineering Solutions 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 unauthorised access, use or disclosure. For example, we store the Personal Information you provide in computer servers with limited access that are in controlled facilities.

PROTECTION OF CHILDREN'S PERSONAL INFORMATION

Rayten Engineering Solutions 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 the Responsible Party'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 the Responsible Party'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 the Responsible Party's website, you will be able to view the text on the screens, however you will not experience a personalised 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 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 Rayten Engineering Solutions for the purpose for which it was originally intended. In the event that 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 Rayten Engineering Solutions of the said changes within a reasonable period of time.

CHANGES TO THIS POLICY

Rayten Engineering Solutions 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, the Responsible Party will notify you by placing prominent notice on its website.

Rayten Engineering Solutions reserves the right to amend, alter and terminate this Policy at any time.

CONTACT INFORMATION

Rayten Engineering Solutions welcomes your comments regarding this Privacy Statement, please contact us by e-mail: popi@rayten.co.za or postal mail to P.O. Box 1369 Bromhof 2188

**This Privacy Policy is available on Rayten Engineering Solutions' website at:
www.rayten.co.za**

Information Officer Details

Contact Person: Jacques Le Roux
Tel: 011 792 0880
Cell: 068 072 2234
E-mail: popi@rayten.co.za
Website: www.rayten.co.za
Physical Address: 43 Kayburnbe Avenue
Randpark Ridge
Gauteng
Postal Address: PO Box 1369
Bromhof
2154

Policy Issue Date: 01 July 2021

Implementation Date: 01 July 2021

Authorised By: Jacques Le Roux

Dated: 01 July 2021