

ACE Retail Solutions

PRIVACY STATEMENT

1. INTRODUCTION

- 1.1. This policy statement applies to personal information provided to Char-Trade 117 CC Ace Retail Solutions, its agents, holding companies and affiliates included, but not limited to all companies managed by Char-Trade 117 CC t/a Ace Retail Solutions (**“ACE Retail Solutions”**).
- 1.2. In terms of the Protection of Personal Information Act 4 of 2013 (**“the Act”**) we are required to provide you with this notification.
- 1.3. This privacy statement describes what type of information we collect from you or which we may collect from third parties on your behalf and how we use this information and share this information within the Ace Retail Solutions group of companies and our service providers.

2. APPLICATION

- 2.1. By visiting our website, communicating electronically with us and using the ACE Retail Solutions services, you consent to the processing and transferring of your personal information as set out in this privacy statement.
- 2.2. ACE Retail Solutions will however take all reasonable measures in accordance with this statement to protect your personal information and to keep it confidential.
- 2.3. You will always have the option not to receive marketing or otherwise communication from us and you can at all times withdraw your consent to us communicating with you.
- 2.4. We do however give you the undertaking that we will not send you unsolicited spam email or communication or share your data with anyone else. We will also not sell your personal information on to third parties.

2.5. For the purposes of this privacy statement, “personal information” and “processing” will mean the same meanings as given to them in **the Act**.

2.6. This privacy statement may change from time to time, so you may wish to check this page occasionally to ensure that you are still happy to share your personal information with Ace Retail Solutions.

3. WHAT INFORMATION WE COLLECT

3.1. We collect personal information about your business and any person linked with your business, as well as any references that you have provided us with.

3.2. This information will include the names, addresses, telephone numbers, identity documents, company VAT numbers, details pertaining to your shareholders and sureties as well as all forms and documents signed by you in relation to goods sold to you, payment history and any other information pertaining to your business which has been furnished by you to us and provided to us on a voluntary basis.

4. HOW WE USE YOUR INFORMATION

4.1. ACE Retail Solutions will only process personal information that is necessary for the purposes that which it has been collected.

4.2. The purpose for which we process your personal information includes, but not limited to:

4.2.1. enquiring the financial stability of your business;

4.2.2. monitor your payment history with Ace Retail Solutions; and

4.2.3. perform credit checks on you and your sureties.

5. DISCLOSURE OF INFORMATION

5.1. We may disclose your personal information to third parties in circumstances which include, but are not limited to:

- 5.1.1. where you have consented thereto;
- 5.1.2. we are required to do so by law;
- 5.1.3. to our service providers who are involved in the delivery of the services that we provide to you; and
- 5.1.4. where Ace Retail Solutions performs credit checks on you and your sureties.

6. INFORMATION AND SECURITY

6.1. ACE Retail Solutions will take the appropriate and reasonable, technical and organisational measures to prevent the unauthorised and unlawful access of your personal information.

6.2. ACE Retail Solutions will regularly verify the safety and security of the personal information we hold on your behalf and shall continue to update these policies in the best interest of practice.

6.3. Notwithstanding all the above, to the extent permissible by law, we shall not be held liable for any loss or claim or damage arising from any unauthorised access or disclosure or misuse of any of your personal information.

7. HOW LONG WE WILL KEEP YOUR INFORMATION

7.1. We will not hold your personal information in any indefinite format for any longer period than is necessary.

8. HOW YOU CAN MANAGE INFORMATION WE HOLD ON YOUR BEHALF

8.1. As subject to the Act, you hold the right to request access to your personal information that we hold about you and make corrections if necessary thereto. You also have the right to object to the processing of your personal information. You furthermore have the right to withdraw any consent which you may have previously given to us and ask us to erase information which we hold on your behalf.

9. INFORMATION OFFICER

9.1. Our information officer is Nicci Ford who will at all times be available to discuss any information that you require and to manage your personal information in the Ace Retail Solutions.

Information Officer

Nicci Ford (name)

Highview Business Park, Highview Blvd, Ferndale, Randburg, 2194 (address)

011 705 5800 (telephone number)

nicci@aceretailsolutions.co.za (email address)