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📍 10 The Lakes, Somerset Lakes,  
Reunion Drive, Somerset West 7130

Reg No: 2018/301179/07 VAT No: 4540283225

## Privacy Statement

### 1. Introduction

INTERNATIONAL & INDUSTRIAL PROJECT SERVICES (PTY) LTD ("IIPS") acknowledges and supports consumer rights and the right to privacy. Accordingly, our customers' privacy and trust are extremely important to us! We will ensure that personal information ("information") is collected and handled transparently and lawfully in alignment with the Protection of Personal Information Act, 2013 ("POPIA").

It is important that you read this Statement carefully before submitting any information to IIPS:

- By submitting any information to IIPS, you provide consent to the processing of your personal information as set out in this Statement.
- The provisions of this Statement are subject to mandatory, unalterable provisions of applicable laws;
- Please do not submit any information to IIPS if you do not agree to any of the provisions of this Statement. If you do not consent to the provisions of this Statement, or parts of the Statement, IIPS may not be able to provide its products and services to you.



[www.iips.co.za](http://www.iips.co.za)

### Turnkey Projects, Shutdowns & Industrial Cleaning

#### WE SUPPLY

- Artisans • Drivers • General Workers • Permanent Placements • Payroll Administration
- CCMA Representation • Disciplinary Hearing • Security Services • Cleaning Services



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## We respect privacy, we promise:

- To implement reasonable computer (logical), physical and procedural (process) safeguards to protect the security and confidentiality of the information we collect
- To limit the information collected to the minimum required to provide a better service and/or product or meet our other goals
- To permit only properly trained, authorized employees to access information

Not to disclose your information to external parties unless we are required or permitted by law to do so, and authorized by our Information Officer.

### 1.1. Purpose

IIPS offer a wide range of products and services, including but not limited to value-added services. This Statement explains how we use the information we collect from you when you use our products and/or services and by using our products and/or services and/or by providing information to us you agree to the information being processed as set out in this Statement.



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This Statement also:

- Sets out the types of information that we collect;
- Explains how and why we collect and use your information;
- Explains whom we share your information with; and
- Explains the rights and choices you have when it comes to your information
- Explains how to contact us or the relevant authorities

Some parts of our business may need to collect and use personal information to provide you with their products and services. In most cases, they will refer to this Statement, but you must also read their specific terms and conditions. IIPS websites or mobile apps may contain links to websites operated by other organizations that have their privacy policies. Please make sure you read their terms and conditions and privacy policies carefully before providing any personal on other websites as we do not accept any responsibility or liability for other organizations. We provide these links merely for your convenience. We have no control over, do not review, and are not responsible for third party sites, their content, or any goods or services available through these sites.



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## 1.2. Scope

In this Statement, “IIPS”, “us”, “our” or “we” refers to INTERNATIONAL & INDUSTRIAL PROJECT SERVICES (PTY) LTD that operates in South Africa.

## 1.3. Legislation and Regulations

This Statement is subject to the laws of the Republic of South Africa in particular POPIA and the Consumer Protection Act, 2008 (“CPA”) as well as other relevant data protection legislation. Any dispute arising will, to the extent permitted by law, first attempted to be settled internally and if this is not possible be referred to arbitration in Cape Town at a venue to be determined by us applying the Uniform Rules of the High Court of South Africa.

In the interests of compliance with the Promotion of Access to Information Act, 2000, IIPS offers you the opportunity to view our PAIA manual on our website: <https://www.iipsrecruitment.co.za/paia-manual>.



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## 1.4. Roles and Responsibilities

Based on POPIA, the following role players are relevant to this Statement:

ROLE	RESPONSIBILITY
Information Regulator	<ul style="list-style-type: none"><li>The Information Regulator Office duties include providing education, monitoring and enforcing compliance, handling complaints and facilitating cross-border cooperation in the enforcement of privacy laws</li><li>In the context of this Statement, this is the office of individuals appointed by the President of South Africa in terms of POPIA</li></ul>
Information Officer	<ul style="list-style-type: none"><li>The individual who is the head of or CEO of IIPS who is registered with the Information Regulator in terms of the PAIA and POPIA and is responsible for ensuring that IIPS comply with the Acts</li></ul>







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Deputy Information Officer/s	<ul style="list-style-type: none"><li>The individual/s who is/are registered with the Information Regulator in terms of the PAIA and POPIA and have been delegated responsibilities in driving required activities on behalf of the Information Officer</li><li>In the context of this statement these are the participants of the Privacy and Security Committee</li></ul>
Data subject	<ul style="list-style-type: none"><li>Any natural or juristic person whose identifiable by means fovea an identifier such as a name, an ID number, location data, or via factors specific to the person's physical, physiological, genetic, mental, economic, cultural or social identity</li></ul>





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	<ul style="list-style-type: none"><li>In the context of this Statement, this is the person (aka consumer or customer) whose information is being processed by IIPS</li></ul>
Responsible Party	<ul style="list-style-type: none"><li>The party who determines the purpose of and means for processing personal information and is also responsible for protecting (safeguarding) the information of the data subject</li><li>In the context of this Statement, this is either IIPS or a business partner (depending on the context)</li></ul>





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Operator or Processing Party	<ul style="list-style-type: none"><li>The party who processes (collect, receive, record, collate, store, anonymize, retrieve, alter, use, distribute, erase or delete) information for a responsible party in terms of a contractual agreement or mandate on behalf of a Responsible Party</li><li>In the context of this Statement, this is either IIPS or a business partner</li></ul>
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## 2. Information Collection

To register or make use of IIPS services you are required to provide us with your personal information including but not limited to your South African ID number or passport number (for non-South African citizens), name, surname, contact information and other personal details. You may provide personal information to us either directly or indirectly (through a person acting on your behalf), by completing an application form for our products and services or requesting further information about our products and services, whether in writing, through our website, over the telephone or any other means.







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We only collect information that is reasonably necessary for our business functions and activities and related purposes. The type of information we collect and hold will depend on the purpose for which it is collected and used. Where possible, we will inform you what information you are required to provide to us and what information is optional. The information we process is typically to provide you with the goods and services you want to purchase.

We may also collect your personal information from a person acting on your behalf, any regulator, or other third parties that may hold such information.

You agree to give accurate and current information about yourself to IIPS and to maintain and update such information when necessary. To improve the accuracy of our data and get to know our customers better, we may enrich it from other third parties, including credit bureaus.

## 2.1. Services in Collaboration with business partners

IIPS have various partnerships and we also provide various goods and services. To deliver these goods and services, varying levels of information are required to be processed, including obtained from or shared with relevant external business partners (local and/or abroad) to verify against, or facilitate the goods or services offered by the business





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partner. When you agree to the IIPS and/or business partner's terms and conditions, it allows us to share the relevant information to facilitate the product or service being rendered to you.

Note that some of our products may require you to provide additional information directly to a business partner of ours. In such instance, IIPS process this information on the business partner's behalf and as such the relevant business partner remains responsible for protecting this information, not IIPS. When signing up with one of our business partners, you need to recognize that you are establishing a direct, binding relationship with such a partner under their terms & conditions and related privacy policies and that they would be the responsible party under POPIA.

## 2.2. Your Account

When signing up for certain IIPS services, you are required to create a user account. You agree that you will provide accurate information to us and keep it updated and that you will not create a false identity or an account for anyone other than yourself. It is your responsibility to safeguard your website profile's e-mail and password. This includes that you make use of a strong password and that you do not intentionally or unintentionally divulge it to anybody else. In the event of someone else using your e-mail and password to make changes to your website profile or transact on your behalf, you will be held responsible for the changes and the outcome thereof.





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If you suspect its misuse or compromise, you must report this to us by calling +27 21 905 0365 or via the [iipsrecruitment](https://www.iipsrecruitment.co.za) website as soon as possible.

### 2.3. Cookies

A cookie is a piece of information that is deposited in your computer's hard drive by your web browser when you use our computer server. Most web browsers accept cookies automatically, but you can alter your settings to prevent automatic acceptance. This information might be about you, your preferences or your device and is mostly used to make the site work as you expect it to. The information does not usually directly identify you, but it can give you a more personalized web experience. If you choose not to accept cookies, this may disable some features of our website. Our website also uses push notifications. For further information, please see our [Cookies Policy](#).

### 2.4. Embedded Scripts

An embedded script is a programming code that is designed to collect information about your interactions with the IIPS website. The code is temporarily downloaded onto your device from our web server or a Third-party service provider is active only while you are connected to our website and is deactivated or deleted thereafter.





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## 2.5. Trans border Flows

IIPS may need to transfer a data subject's information to service providers in countries outside South Africa, these countries may not have data protection laws that are similar to those of South Africa. Where this is done, IIPS do so under applicable laws.

## 3. Purpose and Use of Information

IIPS uses your information for the purposes for which it was collected or agreed with you to facilitate the provision of our products and services to you, and for purposes that are within reasonable expectations and where permitted by law.

Examples of information collected from you or other sources and processed by IIPS are detailed below (which is not an exhaustive list) and linked to the purpose thereof.

- ID number/passport number (which you consent we may collect from credit bureaus and/or other aggregators) - to identify you as a unique person on our database as for us to validate who you are when you want to change your profile details or resolve queries related to your transactions We also use this to inform segmentation analytics to provide benefits.





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- We are also required to process this information where required by law or to facilitate the registration of an external service or product you have signed up for.
- Unique Identifiers - We may collect unique identifiers such as user IDs and passwords.
- Contact information - to facilitate essential support, communications as well as better customize our offering to you, including:
  - In support of facilitating required activities for services and programs you have chosen to participate in i.e.: OTPs, invoices, statements, deliveries, etc.;
  - Send information regarding services and programs via direct marketing
  - Send or serve you targeted advertising across social media, other digital media platforms and physical posts;
  - Request your feedback and opinion in the form of surveys, opinion polls or focus groups, should you wish to participate;
  - Contact you about client service, feedback, custom complaints or other feedback you wish to give us where you agree to us contacting you.







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- Employment applications and related correspondence.
- Any additional information relating to you that you provide to us directly through the website, mobile apps or indirectly through use of thereof, offline or online, through our representatives or otherwise.
- About your computer – collect statistical data such as IP address, operating system and browser type including browser actions and patterns to present content most effectively.
- Inform segmentation or analysis based on your transaction history for use by our internal commercial team as well as vendors/suppliers and business partners to serve relevant content or offers. We may do this for the use and disclosure of the de-identified or pseudonymised information to determine preferences and patterns.
- We may also disclose detailed information with our business partners to assist them in marketing products and services as governed by this Statement and the related service's specific terms and conditions as well as the business partner's Privacy Policy, Notice or Statements.





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- Share information with 3rd (third) parties as an outsourced function, to communicate to you and/or facilitate (operate) the subscribed service(s).



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SOURCE	PURPOSE	DATA SUBJECT INFORMATION
Emailers / SMSes	<ul style="list-style-type: none"><li>• Facilitate required communications such as one-time passwords, invoices, statements and personalised discounts linked to the IIPS associated programs and services you are using</li><li>• Send you communications for IIPS associated programs and services you are using where you have not opted out of direct marketing communications via your preferences.</li></ul>	<ul style="list-style-type: none"><li>➤ First Name and Surname</li><li>➤ Email address</li><li>➤ Contact Numbers (Telephone and Mobile)</li></ul>



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Products and services rendered by either IIPS and/or business partners	<ul style="list-style-type: none"><li>• Process your application</li><li>• Create a uniquely identifiable customer record</li><li>• Provision of the relevant services as set out in the respective Terms &amp; Conditions for the relevant Products and/or Services subscribed to by the Data Subject</li><li>• Process payments</li><li>• Regular communications</li></ul>	<ul style="list-style-type: none"><li>➤ First Name and Surname</li><li>➤ Email address</li><li>➤ Contact Numbers (Telephone and Mobile)</li><li>➤ ID or Passport Number</li><li>➤ Gender</li><li>➤ Date of Birth</li><li>➤ Physical Address</li><li>➤ Communication Preferences</li></ul>
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IIPS Client Care Complaints or Compliments	<ul style="list-style-type: none"><li>• Assist IIPS to categorise the Data Subject's complaint or compliment</li><li>• Provide feedback to the Data Subject regarding the complaint or compliment</li></ul>	<ul style="list-style-type: none"><li>➤ First Name and Surname</li><li>➤ Email address</li><li>➤ Contact Numbers (Telephone and Mobile)</li></ul>
Events linked to Social Responsibility IIPS and/or business partners	<ul style="list-style-type: none"><li>• Promote events through regular communication to the Data Subject</li><li>• Inform Data Subject of the next planned event</li></ul>	<ul style="list-style-type: none"><li>➤ First Name and Surname</li><li>➤ Email address</li><li>➤ Contact Numbers (Telephone and Mobile)</li></ul>



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Client Surveys IIPS and/or business partners	Request Data Subject to voluntary participation relating to their experience with IIPS and/or how customer service can be improved	<ul style="list-style-type: none"><li>➤ First Name and Surname</li><li>➤ Email address</li><li>➤ Contact Numbers (Telephone and Mobile)</li><li>➤ Opinions</li></ul>
Social Media	Social Media adverts for products and services which you may be interested in.	Content of Data Subjects' posts.



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Websites IIPS and/or business partners	<ul style="list-style-type: none"><li>• Information is collected using cookies and/or embedded scripts within the website</li><li>• When information is shared with our advertisers, it is anonymous and not personally identifiable i.e. it doesn't contain your name, address, telephone number or email address</li><li>• Information is collected when enabling push notifications</li></ul>	<p>Computer device information (whether you are a registered or unregistered user) such as</p> <ul style="list-style-type: none"><li>➤ type of Internet browser software,</li><li>➤ the operating system on your device,</li><li>➤ the website that referred you,</li><li>➤ your Internet Protocol address</li><li>➤ the country and telephone code where your device is located</li><li>➤ the web pages viewed during your visit</li></ul>
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	<ul style="list-style-type: none"><li>• When information is shared with third parties, it is anonymous and not personally identifiable i.e. it doesn't contain your name, address, telephone number or email address</li></ul>	<ul style="list-style-type: none"><li>➤ the advertisements you clicked on, and</li><li>➤ any search terms you entered on our website (user information)</li><li>➤ Third-party push notification access token</li><li>➤ platform</li><li>➤ creation date</li><li>➤ O/S version</li><li>➤ device brand</li><li>➤ device model</li><li>➤ language</li><li>➤ country</li></ul>
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		<ul style="list-style-type: none"><li>➤ time zone</li><li>➤ currency</li><li>➤ carrier</li><li>➤ last open date &amp; time</li><li>➤ last visit and state on the website</li><li>➤ geolocation data</li></ul>
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We may also use your information for the following reasons:

- Complying with statutory and regulatory requirements in respect of the storage and maintenance of documents and information;
- Providing customer service and assessing customer complaints;
- Detecting and preventing fraud and money laundering and/or in the interest of security and crime prevention;



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- Assisting in law enforcement, fraud investigations, anti-money laundering and counter-terrorist financing initiatives;
- Providing you with the services, products or offerings you have requested, and notifying you about important changes to these services, products or offerings;
- Managing your account or relationship and complying with your instructions or requests;

Operational, marketing, auditing, legal and record-keeping requirements;

- Recording and/or monitoring your telephone calls and electronic communications to/with IIPS to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention;
- Conducting market research and providing you with information about IIPS's products or services from time to time via email, telephone or other means (for example, events);
- Where you have unsubscribed from certain direct marketing communications, ensuring that we do not send such direct marketing to you again;



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- Disclosing your personal information to third parties like manufacturers, promotion sponsors and Brand owners (in which case we will have agreements in place to secure the confidentiality of Your Personal Information) for reasons set out in this Statement or where it is not unlawful to do so;
- Monitoring, keeping a record of and having access to all forms of correspondence or communications received by or sent from IIPS or any of its employees, agents or contractors, including monitoring, recording and using as evidence all telephone communications between you and IIPS;
- Improving or evaluating the effectiveness of IIPS business or products or services.
- Conducting internal investigations; and
- Prevention and control of any disease.



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#### 4. Direct Marketing and Opting Out

If you are an existing client, we may communicate with you based on the preferences as selected by you concerning products or services you have signed up for. This may include making contact via telephone, email, SMS, social media and other channels about products and or services that may be of interest to you. If you are not considered to be a client, we will obtain your consent to opt-in to direct marketing.

You may opt-out (free of charge) from receiving future direct marketing from IIPS by either unsubscribing to the specific communications you receive by replying to the email or contacting IIPS at +27 21 905 0365 or info@iips.co.za

#### 5. Retention and Destruction of Information

Information that IIPS collects is kept in a form which permits your identification for no longer than is necessary to honour your choices, to fulfil the purposes for which it was collected and processed in each specific case, and in any case not longer than as specified by the relevant applicable laws unless we have your consent to process it indefinitely.

IIPS will retain your information after you have closed your account where reasonably necessary to comply with our legal obligations (including law enforcement requests), meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, enforce





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our agreement, or fulfil your request to “unsubscribe” from further messages from us.

We may retain de-identified, anonymized or pseudonymised information after your account has been closed using techniques that do not permit your re-identification. If none of the aforementioned scenarios is required, IIPS will permanently delete (electronic) and shred (paper) after the purpose of collecting the information has expired.

## 6. Information Preservation and Protection

IIPS will take reasonable steps to protect the information we collect, hold and process from misuse, loss and from unauthorized access, modification or disclosure. We hold information both at our premises and with the assistance of our service providers.

This is based on the information security principles of Confidentiality, Integrity, Availability and Privacy (CIAP) as governed by our Information Security Policy. This sets out IIPS’s objectives and general approach to information security, which aims to protect IIPS’s business information and safeguard any personally identifiable information within our custody.



[www.iips.co.za](http://www.iips.co.za)

## Turnkey Projects, Shutdowns & Industrial Cleaning

### WE SUPPLY

- Artisans • Drivers • General Workers • Permanent Placements • Payroll Administration
- CCMA Representation • Disciplinary Hearing • Security Services • Cleaning Services



info@iips.co.za  
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+27 84 569 2001  
10 The Lakes, Somerset Lakes,  
Reunion Drive, Somerset West 7130

Reg No: 2018/301179/07 VAT No: 4540283225

We seek to achieve the following 5 key objectives as it relates to Information Security:

CULTURE	RISK-BASED PROTECTION	COMPLIANCE	DETECT AND RESPOND	CULTURE
Improve the security culture through continuous education and awareness	A focused, risk-based approach to protect assets and information	Comply with the legal and regulatory requirements (local and international)	Balance the need for protection with effective detection and response	Integrate security into business decisions through ownership and leadership



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Because no data transmission over the internet is completely secure, and no IT system of physical or electronic security is impenetrable, we cannot guarantee the security of the information you send to us or the security of our servers or databases. Having noted that, we do take every reasonable step within our control, to protect your information and preserve the accuracy thereof. Quality of information means that the information we use must be appropriate, complete and reliable. The higher the data quality we maintain, the better service we can render.

## 7. Information Disclosure

Notwithstanding anything to the contrary in this Statement, IIPS reserve the right to disclose any information about you if we are required to do so by law, and if we believe that such action is necessary to (a) fulfil a government request; (b) conform with the requirements of the law or legal process; (c) protect or defend our legal rights or property, our website, or other users; or (d) in an emergency to protect the health and safety of our website's users or the general public.

Authorized IIPS employees or agents will have access to some or all your information. We may also disclose your information within our group of companies. Such data sharing is governed by our CIAP information security principles and associated practices.

We do use service providers to provide our services and maintain our systems, including but not limited to maintenance, security, analysis, audit, payments, customer service, marketing and system development.







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These parties will have access to your information as reasonably necessary to perform these tasks on our behalf (namely role-based access). Where we contract with service providers, and wherever possible, we impose contractual obligations on them to ensure that your information is handled and secured by law and industry good practice.

Some of our service providers may be located in other countries that may not have the same levels of protection of information as South Africa. Wherever possible, we try to only use service providers that are located in countries with similar or more stringent levels of protection of information as South Africa. Alternatively, we require that service providers in less stringently regulated countries undertake to protect the information of our customers to the same level that we do.

Unless you have explicitly consented to this, we will never sell your personal information.

## 8. Your Right to Access Information

Depending on which product or service you (as the Data Subject) have signed up for, you can update some of your information via our digital channels.





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You have the right:

- Free of charge, to confirm with us whether we hold any information about you;
- At a prescribed fee, which we will give you a written estimate of,
  - ✓ To request the record of the information held by us
  - ✓ To request a description of the information held by us, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information
- To update and correct any out-of-date or incorrect information we hold about you;
- Destroy or delete a record of information of you which we are no longer authorised to retain; and
- Update your communication preferences and/or unsubscribe from communications we may send you.

Before we provide you with access to your information, we may require proof of identity. We may require up to 21 (twenty-one) days to respond to any requests for information. We may refuse to disclose some information under PAIA.



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If you require IIPS to delete all your information that we have about you, please also e-mail us at info@iips.co.za.

Note that you will probably have to terminate all agreements you have with us as we cannot maintain our relationship with you without at least having some of your information.

We may also refuse to delete some of your information if we are required by law to retain it or if we need it to protect our rights.

## 9. Information Breach Notification

A security compromise or information breach can be described as a threat to the Confidentiality, Integrity, Availability or Privacy of IT systems and/or information. Such incidents are governed by the IIPS Security Incident Response process which allows us to deal with the compromise/breach and/or loss efficiently and effectively. One of the key pillars of this process is keeping all impacted stakeholders informed and updated.

When there are reasonable grounds to believe that your information has been accessed, altered, deleted or acquired by any unauthorized person, we will notify the Information Regulator and yourself in cases where your identity can be established. This notification will be done under the provisions of POPIA and as soon as reasonably possible after the discovery of the compromise, considering the legitimate needs of law enforcement or any measures reasonably





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necessary to determine the scope of the compromise and to restore the integrity of our systems.

## 10. Amendment of this Statement

We may amend this Statement from time to time for any of the following reasons:

- To provide for the introduction of new systems, methods of operation, services, products, property offerings or facilities;
- To comply with changes to any legal or regulatory requirement;
- To ensure that this Statement is clearer and more favourable to you;
- To rectify any mistake that may be discovered from time to time; and/or
- Or any other reason which IIPS, in its sole discretion, may deem reasonable or necessary.

Any such amendment will come into effect and become part of any agreement you have with IIPS when the Statement is given to you of the change by publication on our website. It is your responsibility to check the website often.





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## 11. Contact Us

### 11.1. IIPS Information Officer

If you have questions about this Privacy Statement or wish to exercise your rights in terms of access to, correction, or deletion of your information, please contact us via our Customer Care Line (080 011 2288) who will attempt to resolve your query.

If unable to, and depending on your situation, our Customer Care Line will explain the process to follow and potentially refer your query to internal subject matter experts.

*Our Information Officer contact details are:*

Information Officer / Deputy Information Officer

Address: Postnet Suite 15, Private Bag X04, Kuilsriver, Western Cape, 7579

Tel: +27 21 905 0365

Email: [info@iips.co.za](mailto:info@iips.co.za)







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## 11.2. Information Regulator (South Africa)

Should you believe that IIPS has utilized information contrary to applicable law, you undertake to first attempt to resolve any concerns with IIPS. If you are not satisfied with such a process, you have the right to complain to the Information Regulator of South Africa.

*The Information Regulator's contact details are:*

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O Box 31533, Braamfontein, Johannesburg, 2017

Email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

Website: <https://www.justice.gov.za/infoereg/>



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