

Privacy Notice for Lamco Engineering cc.

Introduction:

This Notice explains how we obtain, use, and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA"). Lamco Engineering cc (and including this website, www.balz.co.za) are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

Who we are:

We were established in 1986 and we offer a full spectrum of pumping technology and expertise. Drawing from cumulative experience of 40 years in the field of mine dewatering, and originally founded as a Submersible Pump Repair company our company has developed and manufactured a unique range of general duty dewatering pumps, designed specifically for use in demanding conditions associated with mining, thus the **Balz Spindle Pump** range was introduced in 2001. Since its inception, this range of pumps are constantly being developed and updated in pace with modernization and requirements. Recent inclusion in our range of spindle pumps is the HDSP Slurry pumps and the VVS vortex type pumps.

We specialize in the distribution, sourcing and marketing of all products related and ancillary to these customers. This is done by a dedicated marketing department, qualified and experienced to offer these services at market related and extremely competitive prices.

All repairs and manufacturing are done in-house at our comprehensively equipped factory to stringent quality control systems by qualified staff. This service is backed by comprehensive risk assessments compiled by reputable assessment agents. State of the art production facilities, modern machinery and highly trained technicians result in products of superb workmanship on which we pride ourselves!

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 collect contact details including your name, organization name, contact number, email address.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

How we get the personal information and what we use it for:

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

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.

How we store your personal information:

Your information is securely stored:

On-site, in a walk-in safe, that is locked and secured after working hours, as well as on our server of which back-ups are made once a month. This too, is securely stored in the safe.

We keep your information for 5 – 10 years (depending on which information).

Your information will be disposed of by us by means of, mass shredding or burning of documents.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to Lamco Engineering cc. We may charge you a fee for this service.
- You may also request Lamco Engineering cc to correct or supplement any of your personal data which Lamco Engineering cc will undertake as soon as practicable.
- Request the destruction of your personal data. Lamco Engineering cc will consider your request in-light-of any other laws or regulations prohibiting Lamco Engineering cc 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 us at yolande@balz.co.za if you wish to make a request.

Contact details:

Name: Lamco Engineering cc

Address: 12 Kleim Street, New Industrial Area, Carletonville.

Phone Number: 018 787 4931

E-mail: yolande@balz.co.za

How to complain:

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

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:

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

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

Signed by: _____

A handwritten signature in black ink, appearing to be 'A. G. G.', written over a horizontal line.

Date: 14-07-2021