

Privacy Policy

Apex Truck and Trailer (Pty) Ltd - Privacy Policy

Apex Truck and Trailer (Pty) Ltd services, including (without limitation) our website and other interactive properties through which the services are delivered (collectively, the "Service") are owned, operated, and distributed by Apex Truck and Trailer (Pty) Ltd (referred to in this Privacy Notice as "Apex Truck and Trailer (Pty) Ltd" or "we" and through similar words such as "us," "our," etc.). This Privacy Notice outlines the personal information that Apex Truck and Trailer (Pty) Ltd may collect, how Apex Truck and Trailer (Pty) Ltd uses and safeguards that information, and with whom we may share it.

Apex Truck and Trailer (Pty) Ltd encourages our customers, visitors, business associates, and other interested parties to read this Privacy Notice, which applies to all users. By using our Service or submitting personal information to Apex Truck and Trailer (Pty) Ltd by any other means, you acknowledge that you understand and agree to be bound by this Privacy Notice and agree that Apex Truck and Trailer (Pty) Ltd may collect, process, transfer, use, and disclose your personal information as described in this Notice. Further, by accessing any part of the Service, you are agreeing to THE TERMS AND CONDITIONS OF OUR TERMS OF SERVICE (the "Terms of Service"). IF YOU DO NOT AGREE WITH ANY PART OF THIS PRIVACY NOTICE OR OUR TERMS OF SERVICE, PLEASE DO NOT USE ANY OF THE SERVICES.

What personal information do we collect about you?

Personal information (also commonly known as personally identifiable information (PII) or personal data) is information that can be used to identify you, or any other individual to whom the information may relate.

The personal information that we collect directly from those registering for a Service, includes the following categories:

- o Name and contact information (e.g., address; phone number; email, fax)
- o Billing Information (e.g., credit card, bank account, billing contact information)
- o Order Information (e.g., current order/purchase information, purchase, and shipping details)
- o Travel Information (e.g., booking numbers, passport information and travel details)
- o Company/employer information
- o Geographic or location information
- o Information contained in posts on public forums and interactive features of the Service.
- o Other information that may be exchanged in the course of engaging with the Service.

What is the source of personal information collected by Apex Truck and Trailer (Pty) Ltd?

When providing personal information to Apex Truck and Trailer (Pty) Ltd as described in this Notice, that personal information is collected directly from you, and you will know the precise personal information being collected by us. Apex Truck and Trailer (Pty) Ltd does not collect personal information from any other sources, except where it may automatically be collected as described in

the section titled “Cookies, Device Data, and how it is used, if the information in that section is considered personal information.

How does Apex Truck and Trailer (Pty) Ltd use personal information?

Subject to the terms of this Privacy Notice, Apex Truck and Trailer (Pty) Ltd uses the above-described categories of personal information in several ways. Unless otherwise stated specifically, the above information may be used for any of the following purposes:

- o To administer a service to you
- o To respond to your requests
- o To distribute communications relevant to your use of the Service, such as system updates or information about your use of the Service
- o As may be necessary to support the operation of the Service, such as for billing, account maintenance, and record-keeping purposes
- o To send to you Apex Truck and Trailer (Pty) Ltd solicitations, product announcements, and the like that we feel may be of interest to you (you may “opt out” of receiving these marketing materials)
- o In other manners after subsequent notice is provided to you and/or your consent is obtained, if necessary

How do we share your Personal Information with third parties?

We may provide any of the described categories of personal information to Apex Truck and Trailer (Pty) Ltd employees, consultants, affiliates or other businesses or persons for the purpose of processing such information on our behalf in order to provide the Service to you. In such circumstances, we require that these parties agree to protect the confidentiality of such information consistent with the terms of this Privacy Notice.

We will not share your personal information with other, third-party companies for their commercial or marketing use without your consent or except as part of a specific program or feature for which you have the ability to opt-in or opt-out.

In addition, we may release personal information:

- i (i) to the extent we have a good-faith belief that such action is necessary to comply with any applicable law;
- ii (ii) to enforce any provision of the Terms of Service, protect ourselves against any liability, defend ourselves against any claims, protect the rights, property and personal safety of any user, or protect the public welfare;
- iii (iii) when disclosure is required to maintain the security and integrity of the Service, or to protect any user’s security or the security of other persons, consistent with applicable laws;
- iv (iv) to respond to a court order, subpoena, search warrant, or other legal process, to the extent permitted and as restricted by law; or
- v (v) in the event that we go through a business transition, such as a merger, divestiture, acquisition, liquidation or sale of all or a portion of our assets.

Retention of Data

Apex Truck and Trailer (Pty) Ltd will retain your personal information only for as long as is necessary for the purposes set out in this Notice. We will retain and use personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

Apex Truck and Trailer (Pty) Ltd will also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Sites and/or Portals, or we are legally obligated to retain this data for longer periods.

Cookies, Device Data, and how it is used

When you use our Service, we may record unique identifiers associated with your device (such as the device ID and IP address), your activity within the Service, and your network location. Apex Truck and Trailer (Pty) Ltd uses aggregated information (such as anonymous user usage information, cookies, IP addresses, browser type, clickstream information, etc.) to improve the quality and design of the Service and to create new features, promotions, functionality, and services by storing, tracking, and analysing user preferences and trends. Specifically, we may automatically collect the following information about your use of Service through cookies, web beacons, and other technologies:

- o Domain name
- o Browser type and operating system
- o Web pages you view
- o Links you click
- o IP address
- o The length of time you visit the Sites, Portals, and/or Services
- o The referring URL or the webpage that led you to the Sites

We may also collect information regarding application-level events, such as crashes, and associate that temporarily with your account to provide customer service. In some circumstances, we may combine this information with personal information collected from you (and third-party service providers may do so on behalf of us).

In addition, we may use “cookies,” clear gifs, and log file information that help us determine the type of content and pages to which you link, the length of time you spend at any particular area of the Service, and the portion of the Service you choose to use. A cookie is a small text file that is sent by a website to your computer or mobile device where it is stored by your web browser. A cookie contains limited information, usually a unique identifier and the name of the site. Your browser has options to accept, reject or provide you with notice when a cookie is sent. Our cookies can only be read by Apex Truck and Trailer (Pty) Ltd; they do not execute any code or virus; and they do not contain any personal information. Cookies allow Apex Truck and Trailer (Pty) Ltd to serve you better and more efficiently, and to personalize your experience with the Service. We may use cookies for many purposes, including (without limitation) to save your password so you don’t have to re-enter it

each time you visit the Service, and to deliver content (which may include third party advertisements) specific to your interests.

We may use third party service providers to help us analyse certain online activities. For example, these service providers may help us measure the performance of our online campaigns or analyse visitor activity on the Service. We may permit these service providers to use cookies and other technologies to perform these services for Apex Truck and Trailer (Pty) Ltd. We do not share any personal information about our customers with these third-party service providers, and these service providers do not collect such information on our behalf. Our third-party service providers are required to comply fully with this Privacy Notice.

Information Storage and Security

We employ industry-standard security measures designed to protect the security of all information submitted through the Service. However, the security of information transmitted through the internet or via a mobile device can never be guaranteed. We are not responsible for any interception or interruption of any communications through the internet or for changes to or losses of data.

Users of the Service are responsible for maintaining the security of any password, user ID or other form of authentication involved in obtaining access to password protected or secure areas of the Service. In order to protect you and your information, we may suspend your use of any of the Service, without notice, pending an investigation, if any breach of security is suspected.

CCTV (Closed Circuit Television) data

This Privacy Notice explains the kind of personal data Apex Truck and Trailer (Pty) Ltd collects from you when visiting our premises and how Apex Truck and Trailer (Pty) Ltd uses this data.

1. Why we collect personal data?

Apex Truck and Trailer (Pty) Ltd collects data through the CCTV system for various reasons:

- 1.1 To control access to the building and to ensure the security of the building, the safety of our staff and visitors, as well as property and information located or stored on the premises;
- 1.2. To prevent, deter, and if necessary, investigate unauthorised physical access, including unauthorised access to secure premises and protected rooms, IT infrastructure, or operational information;
- 1.3. To prevent, detect and investigate any theft of equipment or assets owned by Apex Truck and Trailer (Pty) Ltd, visitors or staff or threats to the safety of personnel working at the office (e.g., fire, physical assault).

The CCTV system is not used for any other purpose, such as to monitor the work of employees or their attendance. It is important to notice that the location and positioning of the video-cameras are such that they are not intended to cover the surrounding public space; the cameras are aimed to give a general overview of what's happening in certain places.

The system is also not used as an investigative tool or to obtain evidence in internal investigations or disciplinary procedures unless a security incident is involved. (In exceptional circumstances, the data may be transferred to investigatory bodies in the framework of a formal disciplinary or criminal investigation).

The CCTV camera is installed in the workshop and overseeing the yard and its boundaries, placed and focused in a way that only people who access the site. The CCTV system covers the yard and mainly aimed at the trucks, workshop and staff parking areas.

2. What kind of data does Apex Truck and Trailer (Pty) Ltd collect?

Apex Truck and Trailer (Pty) Ltd collects just images caught on camera, and no voice is recorded.

3. Who is responsible for the processing of the data?

Apex Truck and Trailer (Pty) Ltd is the legal entity who initiated the processing of personal data and who determines the objective of this processing activity. Moreover, the Head of Corporate Services is responsible for this operation.

4. Which is the legal basis for this processing operation?

The purpose specification condition in Chapter 13 of the POPI Act to applies in relation to CCTV surveillance.

5. Who can see my data?

The images can be accessed by Management of Apex Truck and Trailer (Pty) Ltd and by the contracted security company. Access to the hard-disc recorder is highly limited, being protected by a password and recording any log or action from the staff members. The data cannot be accessed without the authorisation from Management.

6. Can I access my data?

You have the right to access your data at any time and free of charge, by sending an email request to admin@apextruck.co.za

7. Do you share my data with other organisations?

We keep your data inside Apex Truck and Trailer (Pty) Ltd unless you ask us or give us your permission to share it. In case we share your data with third parties, you will be notified to whom your personal data has been disclosed.

8. Do I have the right to object?

Yes, you have the right to object at any time by sending an email request to admin@apextruck.co.za when you have legitimate reasons relating to your particular request.

9. Security of personal data

Apex Truck and Trailer (Pty) Ltd is committed to protecting the security of your personal data. Therefore, we use several security technologies and procedures to help us to protect your personal data from unauthorised access, use or disclosure. We keep your data on computer systems that has limited access and in a controlled facility.

10. How long do we keep your data?

Apex Truck and Trailer (Pty) Ltd will keep your personal data for seven calendar days after your visit to our premises. After that period any CCTV recorded footage is automatically deleted.

Children's Privacy

The Service is not intended for children under the age of 16, and Apex Truck and Trailer (Pty) Ltd does not knowingly collect the personal information of children under the age of 16.

Changes to this Privacy Notice

Apex Truck and Trailer (Pty) Ltd reserves the right to modify this Privacy Notice from time to time in order that it accurately reflects the regulatory environment and our data collection principles. When

material changes are made to this Privacy Notice, Apex Truck and Trailer (Pty) Ltd will post the revised Notice on our website.

This Privacy Notice was last modified as of 2022/09/06.