



Privacy Policy

1. Introduction

National Separations (Pty) Ltd, (Registration Number 2009/001586/07) (National Separations), takes data protection seriously. We are committed to being transparent about how we collect and use personal data associated with you or another specific natural or juristic person, and to meeting our obligations.

This Privacy Policy describes the type of information that National Separations collects from you and other users of this internet site (www.natsep.co.za) (the "Site"), what National Separations does with the information collected from or provided by you, and how you can update and control the use of information you provide. This Privacy Policy applies regardless of whether you access or use this Site via a computer, mobile device or other platform.

This Privacy Policy also applies to personal information we obtain through email communications, our online channels (including other websites, mobile applications, and social media websites that reference this Privacy Policy,) and to personal information you provide us offline, e.g. at trade shows or sales exhibitions, when you place an order over the phone, or are a customer who has ordered or requested the goods or services that we provide.

National Separations operates this Site for business visitors and their organisations.

2. Collection of your personal information

Information Provided by You

National Separations collects personally identifiable information, such as: -

- identifying information – your company name, name, or identification number of any kind;
- contact information - your e-mail address, name, work address or telephone number;
- information used to create an online account (e.g. username, password);
- information on the company - its industry, sector, location, purchase and customer history, etc.
- demographic information, - your Postal code, age, gender, preferences, interests and favourites;
- sensitive personal information - payment data necessary for processing payments and fraud prevention, and other related billing information, such as bank account numbers.

There is also information about your computer hardware and software that is automatically collected by National Separations. This information can include: your IP address, browser type, domain names, access times and referring website addresses.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through National Separations public message boards, this information may be collected and used by others.



Note: National Separations does not read any of your private online communications. National Separations encourages you to review the privacy statements of websites you choose to link to from National Separations so that you can understand how those websites collect, use and share your information. National Separations is not responsible for the privacy statements or other content on websites outside of National Separations and the National Separations family of websites.

Consent to collect personal information.

We will obtain your consent to collect personal information:

- in accordance with applicable law;
- when you provide us with any registration information or optional information.

Information Obtained from Third Parties or Publicly Available Sources

National Separations works closely with other businesses, including suppliers such as OEM manufacturers to offer products and services. In some cases, these suppliers may offer products and services to you, via the Site or otherwise. In other cases, National Separations may receive information from its suppliers on customers or potential customers and may use or combine information, if so agreed with the supplier, for co-marketing activities or for sending promotional offers or direct marketing on behalf of such supplier.

We may receive information about you from publicly and commercially available sources, such as public databases, social media platforms (including from people with whom you are friends or otherwise connected), and other third parties including, for example, suppliers, and credit reference agencies.

3. Use of your personal information.

National Separations collects and uses your personal information to operate the National Separations website, to maintain quality of the service, to provide general statistics regarding use of the National Separations website, and to deliver the services you have requested. National Separations also uses your personally identifiable information to inform you of other products or services available from National Separations and its affiliates. National Separations may, contact you on behalf of external business partners about a particular offering that may be of interest to you.

National Separations may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered. National Separations does not sell, rent or lease its customer lists to third parties.

National Separations keeps track of the websites and pages our customers visit within National Separations, in order to determine what National Separations services are the most popular. This data is used to deliver customized content and advertising within National Separations to customers whose behaviour indicates that they are interested in a particular subject area.

We disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel.



Other purposes for which your information may be processed include internal audit, accounting, business planning or legal purposes such as handling claims, complying with regulations, or pursuing good governance.

4. Accurate and up to date

We will try to keep the personal information we collect as accurate and up to date as is necessary. From time to time we may request you to update your personal information. You are able to review or update any personal information that we hold on you by emailing us, or phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before making any corrections to your personal information.

5. For how long do we keep your information?

National Separations will retain your personal information for as long as necessary or permitted in the light of the purpose(s) for which it was obtained. The criteria to determine our retention periods include: -

- for as long as we have an ongoing relationship with you (e.g. delivery of products or services),
- for as long as we have (potential) obligations towards you, or you towards us,
- as required by legal obligations we are subject to (e.g. accounting, tax, and other regulations);
- as appropriate to fulfill our business needs or protect our business interests; or
- as otherwise stated to you when your personal information is collected.

6. Use of Cookies

The National Separations website use “cookies” to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize National Separations pages, or register with National Separations site or services, a cookie helps National Separations to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on.

When you return to the same National Separations website, the information you previously provided can be retrieved, so you can easily use the National Separations features that you customized. You can accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the National Separations services or websites you visit.



7. With Whom Do We Share Your Information?

National Separations may share data with trusted partners to help us perform statistical analysis, send you email, provide customer support, provide technical support, or arrange for deliveries.

We may transfer personal information outside of this country in which it was collected to a foreign country and process it in that country. Personal information may be stored on servers located outside the country in which it was collected. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

We may share personal information with business partners who are in a foreign country for the purposes of technical support, warranty claims and marketing support.

We may share certain information with third party service providers we engage to perform services for us or on our behalf, such as IT maintenance and support services; payment processing; credit bureaus to report account information, as permitted by law; marketing assistance; data analysis and data cleansing services; telemarketing services; order fulfillment; postal; mailing and package delivery services; logistics; delivery of customer services; etc.

All such third parties are prohibited from using your personal information except to provide these services to National Separations, and they are required to maintain the confidentiality of your information. National Separations does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

National Separations websites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to:

- conform to the edicts of the law or comply with legal process served on National Separations or the site;
- protect and defend the rights or property of National Separations; and,
- act under exigent circumstances to protect the personal safety of users of National Separations, or the public.

8. Security of your personal information

We take data security seriously. National Separations secures your personal information from unauthorized access, use or disclosure. National Separations secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

National Separations will protect credit card and/or other account information when confirming purchase orders. National Separations may, however, transmit the entire credit card and/or account number to the appropriate credit card company or financial institution in order to process the order.

It is important for you to protect against unauthorized access to your passwords and computer. You should be sure to sign off when you are finished using a shared computer.



Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. National Separations cannot guarantee that personal information will be protected against unauthorized access or misuse and National Separations does not accept any liability for the improper actions of unauthorized third parties.

9. Changes to this statement

National Separations may occasionally update the terms of this policy to reflect company and customer feedback. National Separations encourages you to periodically review this policy to be informed of how National Separations is protecting your information.

10. Acceptance

You must accept all the terms of this policy when you order our goods or request our services. If you do not agree with anything in this policy, then you may not order our goods or request our services.

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

11. Enquiries

If you have any questions arising from this privacy policy, please contact us.

- sales@natsep.co.za
- Tel: +27 87 092 7300