



A & M Logistics

PRIVACY NOTICE: CUSTOMERS

INTRODUCTION:

A&M Logistics understands that your privacy is important to you and that you care about how your personal information is collected, processed and stored. We respect and value the privacy of all our clients. We will only collect, process and store your personal information in ways that are described hereunder and in a way that is consistent with our obligations to you and your rights under the law.

WHO WE ARE:

A&M Logistics is a shipping tally specialist and logistic solutions provider formed in April 1998.

With over 23 years of experience in the industry, we are currently the largest tally-based company in the Ports of Richards Bay and Durban, South Africa.

We are a B-BBEE Level 1 contributor to Black Economic Empowerment with a B-BBEE Procurement Recognition Level of 135%; a Value-Added Supplier and a Designated Group Supplier.

The type of personal information we collect:

We currently collect, process and store the following information from clients:

- Company Name, Registration Number and VAT Number.
- Postal Address, Physical Address, Email addresses.
- Telephone numbers.
- Directors, Members, Partners or Proprietors Full Name, Residential Address, and Identity Number.
- Bank Account Information.
- Other relevant Company information.

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

Most of the personal information we collect, process and store is provided to us directly by you for one or more of the following reasons:

- Under the POPI Act, we must always have a lawful basis for using personal information. This may be because the information is necessary for our performance of a contract with you, you have consented to our use of your personal information or because it is in our legitimate business interests to use it;
- Providing and managing your account;
- Supplying our services to you. Your personal details are required for us to enter into a contract with you;
- Communicating with you. This may include us sending quotations and invoices to you via email, responding to emails or calls from you and/or providing an overall service to you;
- To attend to an enquiry which you have submitted to us; and
- To verify your identity and to conduct credit reference searches, where applicable.

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification grounds which we base our processing on consists 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.
- The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

Kindly note that where you refuse to grant consent to the processing of your personal information as indicated above, we are able to process your information in accordance with the POPI Act without your specific consent.

How we store your personal information:

We will not keep your personal information for longer than is necessary considering the reason(s) for which it was initially collected. Your personal information will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- We will keep personal information whilst you are an active customer and as a reference in our financial systems whilst you are an inactive customer for historical reference and tax purposes.
- For audit purposes all documentation is kept for a period of 7 years.

Your information is stored in a database. Where necessary, your personal information may be retained in hard copies. In either event, your personal information will be kept secure and audited regularly regarding the safety and the security of the personal information.

Once your personal information is no longer required to achieve a particular purpose and there is no legal obligation for us to retain your personal information, your information will be securely disposed of.

Changes to this Privacy Notice:

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal information protection. Any changes will be communicated to you.

A&M Logistics Information Officer: Shannon Atkinson – 083 66 11 221 / shannon@amlog.co.za

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