



POLICY FOR POPIA/POPI

Sancert (Pty) Ltd respects your privacy and will protect your personal information to the best of our ability. In order for Sancert (Pty) Ltd to assist you with certification and related services, you might have to share information with us. It is important that you trust Sancert (Pty) Ltd to protect your IP and personal information and keep it safe and confidential.

The Personal Information we might Collect:

- While you use the www.sancert.co.za website, personal information that you may provide it to us via our enquiry or customer satisfaction portal will be collected. This IP may be, your name, email address, location of your business or landline telephone or cellular number.
- To send a quote or invoice to you, we might collect your publicly available personal information from the Internet. For example, your address, web address, your LinkedIn page or any other social media site information or VAT registration number.
- To validate an ISO certificate, we will require from the enquirer – Name, Company name and email address. We do not share your ISO certificate or contact information, we only validate your certification by means of letting the enquirer have your company name, certification type, e.g.: ISO 9001:2015 and the expiry date, which we consider as public information.

Use of Cookies

Sancert (Pty) Ltd does not use any cookies to collect your information.

How we use your Personal Information

We may use your personal information to:

- respond to your enquires,
- send you a quote for our products or services,
- verify your identity,
- provide you with our services or products,
- invite you to complete a customer survey,
- invite you to attend events we hold,
- send you newsletters or notifications of new products and services or upcoming events.
- send you marketing material (including electronic communications) relating to other products or services you might be interested in. You can unsubscribe from our newsletter at any time and thereafter we will not market to you.

Disclosure of Personal Information

We do not, under any circumstances sell or share your personal information and therefore we will not disclose your personal information to anyone except as provided in this policy.

- It may be necessary for us to disclose or transfer your personal information to suppliers, or sub-contractors in order to provide you with our ISO products or services. This will be

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made transparent at all times and recorded on our audit plans so you are aware of who will be assessing your documents.

- We will need to disclose your personal information to Sancert employees who require it to do their jobs. We make sure they are aware of and take their confidentiality obligations seriously. They are contractually bound to keep all confidential information confidential. All Sancert (Pty) Ltd staff and sub-contracting auditors have signed confidentiality NDA's with Sancert (Pty) Ltd and have been notified of consequences if the NDA is breached.
- As we are a SANAS (South Africa National Accreditation Services) accredited Certification Service Provider, we are audited from time to time by SANAS, and thus SANAS might randomly pull your customer file for review. SANAS have also signed our NDA.
- There may be situations where the law requires us to disclose your personal information. In all other situations, we will not disclose your personal information without notifying you and enabling you to object.

Security of Personal Information

We take all reasonable and appropriate measures to keep your personal information secure. For example, we encrypt our laptops and our phones. However, we cannot guarantee the absolute security of it. We back-up all your personal information on a regular basis in Google Cloud Services as well as OneDrive and then on a hard drive that is safely stored.

Email Inspection

We will inspect all emails you contact us with via the email addresses that we provide on our website www.sancert.co.za. We do this to check for viruses and reserve the right to monitor and inspect all material and information transmitted over our system. We may also monitor whether you read emails that we send you.

Access to and Correction of Personal Information

You may access and correct, if necessary, your personal information that we hold by emailing us. Sancert (Pty) Ltd have developed and implemented controls for information security that is in line with ISO/IEC 27001:2013 requirements.

Please feel free to contact our appointed Security Officer at any time if you have any concerns or queries. leon@sancert.co.za

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