



PRO PROJECT MACHINERY

Pro Project Machinery (Pty) Ltd  
Reg. No: 2013/140714/07  
Vat No: 4640273696  
Unit 3, Tyvest Park,  
10 Sapphire Street, Bellville South  
[www.proproject.co.za](http://www.proproject.co.za)  
Tel: +27 (87) 265 8258

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## THE PROTECTION OF PERSONAL INFORMATION ACT PRIVACY NOTICE

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").

At Pro Project Machinery (and including this website, documentation, and all communications) we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

### About the Company

Pro Project Machinery is a bespoke machine building company which specialize in the design, development, manufacture and assembly of Bag-in-Box Machinery for leading flexible packaging companies around the world.

### The 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 will collect contact details including your name, position within your organization, e-mail address and contact number. We will also collect and store the information of your organization, its plant address and shipping information.

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.

Website usage information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

### How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact and shipping information;
  - To confirm and verify your identity or to verify that you are an authorized user for security purposes;
  - For the detection and prevention of fraud, crime, money laundering or other malpractice;
  - To conduct market or customer satisfaction research or for statistical analysis;
  - For audit and record keeping purposes;
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- In connection with legal proceedings.

### **Disclosure of information**

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.

### **Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

### **Your Rights: Access to information**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

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### Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

### Definition of personal information

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Pro Project Machinery also includes the following items as personal information:

- Your organization’s Physical address and your work e-mail address.
- In some cases, your role within a company to govern which information must be sent to a specific individual within an organization

### How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact our Privacy officer at +27 78 6136 380 or [john@proproject.co.za](mailto:john@proproject.co.za)

### How are we protecting your information?

- All Customer and Supplier information is access blocked to ensure only specific people within our organization can access it. The information cannot be opened by anyone outside of our organization, even if they gain access to our company network.
  - The privacy officer can review all data on our Sharepoint server, and directly see who has accessed/modified/deleted a specific document.
  - If information is not actively being used, it is moved to our inhouse Linux based storage. This storage is 256-bit encryption, password protected, locked inside of a fire-resistant cabinet on our premises. All information on here is backed up using RAID-0 to ensure data security. This solution removes the risk of any internet-based and physical threats.
  - All PPM internal cellular communication is end-to-end encrypted.
  - Sensitive Information is communicated with you via a Sharepoint link rather than by direct e-mail where possible – this protects against any e-mail snooping or man-in-the-middle attacks.
  - The privacy officer’s computer has additional security measures on it, to ensure that an attacker cannot gain control over the Company Governance. This includes measures such as additional firewalls, fingerprint identification, 2 factor authentication etc.
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