



# SPRINGFIELD ESTATE

P.O. BOX 770, ROBERTSON 6705 REPUBLIC OF SOUTH AFRICA  
TELEPHONE: (023)626 3661 (INT. +27 23 626 3661)  
E-MAIL: [jenna@springfieldestate.com](mailto:jenna@springfieldestate.com)

## Privacy Policy

### In accordance with the Protection of Personal Information Act 4 of 2013

The purpose of this Policy is to inform you on how we as Springfield Estate ("Springfield") obtains, uses and discloses your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

We trust that this Policy will provide some clarification on the use, storage, life-cycle and destruction of your personal information as obtained during your business relationship with us.

We wish to assure our customers, suppliers and stakeholders that the privacy of your personal information is of the utmost importance to us and we will make every reasonable endeavour to ensure it is properly safeguarded.

### WHAT INFORMATION IS COLLECTED:

The main objective of the collection of your personal information will be for the purposes of contacting you during the duration of our business relationship. For this purpose we collect the following information:

- Your name and surname and/or company name;
- Your identity number and/or company registration number;
- Your address and/or registered company registered address;
- Your telephone number;
- Your email address.
- For credit applications we also collect the following information:
  - o Company Type: (Sole Trader / Company / Close Corporation / Partnership);
  - o Company Vat Number;
  - o Contact Person – Accounts (email address);
  - o Owners/Directors details (Name, ID, Telephone Number, copy of ID);
  - o Company Bank Details (Bank, Branch & Account numbers);
  - o Trade References (Name & Telephone Number)

This information is directly obtained from you, with your consent. Where possible, we will inform you what information you are required to provide to us and what information is optional.



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## **HOW DO WE USE THE INFORMATION WHICH IS COLLECTED:**

We will use your personal information for:

1. The purposes for which it was collected and agreed with you;
2. To gather contact information;
3. To confirm and verify your identity or to verify that you are an authorised user for security purposes;
4. For the detection and prevention of fraud, crime, money laundering or other malpractice;
5. To conduct market or customer satisfaction research or for statistical analysis;
6. For audit and record keeping purposes;
7. For the delivery of services and/or products to you.
8. For reasons pertaining to possible and necessary legal proceedings.

## **HOW DO WE STORE YOUR PERSONAL INFORMATION:**

Details are captured on to EZY WINE accounting system (secured by two-times authentication log in on remote server), which can only be accessed by authorised personnel.

Hard copies scanned into Secure Cloud Server (Microsoft One Drive), which can only be accessed by authorised personnel. Only the digital copies are retained and hard copies destroyed. We comply with the required due diligence which entails that information and security systems are updated and sufficient to prevent any electronic breaches

Our digital records are retained only as long as they are needed for business or archival purposes, or to satisfy legal requirements and they are sufficiently destroyed once the information and records are no longer needed.

## **CONSENT FOR THE 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 (third party delivery services etc). We have taken the reasonable steps necessary by concluding agreements which ensure that they comply with the privacy requirements as required by POPIA.

## **THE SECURITY OF THE COLLECTED INFORMATION:**

We have taken every reasonable recourse available to ensure that the collected information is safely stored and that no unauthorized access and use of personal information will be permitted.



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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 have an incident response plan, should any breach of data occur.

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 RIGHT TO ACCESS THE INFORMATION:**

You have the right to request a copy of the personal information which we have collected from you at any stage.

In order to obtain this information you can contact us on the relevant contact details as provided herein. Upon which request we will verify your ID Number or Company Registration Document and provide you with the requested information.

## **AMENDMENT OF INFORMATION:**

You have the right to update, correct or delete your personal information.

## **CONTACT US:**

We are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

However, should you have any queries or concerns regarding our Privacy Policy feel free to contact us on: (023) 626 3661.