

FIX A DRAIN PLUMBERS PRIVACY POLICY

FIX A DRAIN respects the privacy of your Personal Information (PI) and we appreciate that you entrust us to handle it appropriately and carefully. We comply with the Protection of Personal Information Act 4 of 2013 (POPIA) when processing your personal information and keeping your information safe and confidential is a top priority.

Organisation: FIX A DRAIN PLUMBERS.

Scope of Policy

The policy applies to the services provided by FIX A DRAIN PLUMBERS, its operating divisions, business units and activities. This policy describes the type and purpose for which personal information is collected, the unique circumstances in which we may share information and the steps that we take to safeguard your personal information. By engaging with us, you consent to the use of the practices that we describe in the policy.

Operational date: 1 July 2021

Policy review date: 1 July 2022

What personal information do we collect?

We collect and process your personal information to provide you with our services, improve the services that we offer and provide you with targeted marketing information about new products and trends that could be beneficial to you.

Information is primarily collected directly from you when services are purchased or enquiries are submitted. To deliver the service we will inform you of what additional information is required to provide the service as well as notify you of what information is mandatory and optional.

The information that we collect from you may include:

- **Personal Information:** Name, address and contact information, ID/passport number, communication methods such as cell phone number and email address.
- **Special personal Information:** We do not collect information regarding your race, political opinions, health or religious beliefs except unless such personal information is volunteered by you.
- **Children special information:** Information are not collected from children (under the age of 18) without the permission of their parent or guardian.

Contacting FIX A DRAIN PLUMBERS

When you use our website <https://fixadrain.co.za> or contact us via any electronic means, we collect, store and use certain personal information that you disclose to us. Such information may include name, address, mobile phone number, email as well as website data that are required for delivering the services. If you contact us, we may keep a record of the correspondence.

Surveys and Marketing Information

We may occasionally distribute surveys to establish what type of events or services interest our clients, but you are under no obligation to respond to such questionnaires. We also can from time to time send you targeted information about new products on the market that might be beneficial to your business. You can however at any time unsubscribe to such emails by sending an email to Fix a Drain.

What do we use your personal information for?

Your personal information will only be used for the purposes for which it was collected or agreed upon. We use the information to provide you with the services rendered by Fix A Drain Plumbers, collecting and processing payments, maintaining operational records for audit purposes and relationship building. We will not share your personal information with third parties for marketing purposes. We can also use your personal information to verify that you are an authorized person for security purposes and the detection and prevention of fraud, crime, money laundering and other malpractices. When required to comply with legal and regulatory requirements, we are obligated to supply authorized law enforcement agencies with the requested information.

Website

Website usage information is collected using “cookies” which allows Fix A Drain Plumbers to gather standard internet visitor usage information.

Third-Party Service Providers

We could from time to time engage third-party service providers to deliver services on our behalf, but such information may not be used for any other purpose. Third parties are required to safeguard personal information per privacy policies as permitted by South African data protection legislation. Fix A Drain Plumbers have agreements in place to ensure that third-party providers comply with these privacy terms.

Information quality

Fix A Drain Plumbers will annually conduct an audit of the personal information on record. Should your personal information be outdated, please inform us and we will update your personal information as soon as reasonably possible. Personal information will be archived under provisions of POPI for 7 years after which it will be destroyed.

Information Security

Fix A Drain Plumbers are legally obliged to provide adequate protection for the personal information we hold and prevent unauthorised access and use of personal information. Security controls and policies will be reviewed on an ongoing basis to ensure that your personal information is secure.

Security issues related to personal information include that Fix A Drain Plumbers staff with access to such information could abuse it or be tricked into providing such information via 'social engineering' mechanisms. Data access will be strictly controlled and it may mean that we may occasionally request proof of identity before we disclose personal information to you. Staff members will additionally be discouraged from making copies of databases. In some cases, information may be retained as a hard copy to be used for a specific temporary purpose and disposed of appropriately. Credit card or debit card information are entered directly on the payment portal and Fix A Drain Plumbers do not receive any credit or debit card information during processing. Where data are stored outside the borders of the country the privacy laws will be similarly restrictive as those regulations imposed by POPI.

Access to Personal Information

You have the right to request that we provide you with a copy of the personal information that we hold about you. Requests for access to your personal information will be handled in compliance with the Promotion of Access to Information Act (PAIA) Act.

Changes to the Notice

Fix A Drain Plumbers might from time to time amend the privacy policy. An updated copy of the Policy will be stored on the website.

Contact

Questions, comments and concerns regarding this privacy policy are welcomed and should be addressed to [Cilliers van Niekerk](#).