

Supertech Group (Pty) Ltd

Registration No:  
2016/133986/07

VAT no :  
4300273408

Telephone:  
+27-31-465-1981

Street Address:  
21 Steel Road  
Windermere  
Berea, 4001

Banking details:  
Supertech Group  
(Pty) Ltd  
FNB  
Account:  
62813485043  
Branch:  
210554

Executive Directors  
Mr S.A. Tayob  
Mr M.U. Tayob  
Mrs F. Tayob  
Mr M. Sader

# SUPERTECH GROUP CUSTOMER PRIVACY NOTICE/POLICY

## **Definitions:**

### ***Agreement***

means the Online Services terms of use, Supertech Lifestyle terms and conditions, your Pre-agreement statement and quote and this Privacy Statement.

### ***Consent***

means the voluntary, specific and informed expression of will;

### ***Data Subject***

means the natural or juristic person to whom the Personal Information relates;

### ***Direct Marketing***

means approaching a Data Subject personally for the purpose of selling them a product or service, of requesting a donation;

### ***we, us and our***

means Supertech Group (Pty) Ltd (Registration Number 2016/133986/07), including any of its related entities.

### ***you and your***

means the client of Supertech Group

### ***your personal information***

means personal information about you, your spouse, your dependents. It includes personal information as well as special personal information as defined by POPIA such as your biometric (facial recognition and fingerprints), health, financial status and credit information, as well as your gender, age, identity number, contact numbers and addresses.

### ***Process information***

means the automated or manual activity of collecting, recording, organising, storing, updating, distributing and removing or deleting personal information.

### ***Competent person***

means anyone who is legally competent to consent to any action or decision being taken for any matter concerning a child, for example, a parent or legal guardian.

### ***Online services***

means the 360 application, Supertech e-store, B

<b>FICA</b>	means the Financial Intelligence Centre Act 38 of 2001.
<b>POPIA</b>	means the Protection of Personal Information Act 4 of 2013
<b>Supertech Group Affiliate</b>	means a particular entity within Supertech Group.

## **1. Overview of the Supertech Group**

The Supertech Group is a world-class, luxury brand with the backdrop of sheer driving pleasure, it's not just a BMW at a Supertech Dealership, its dealing with a Group that prides itself on exceptional customer services and experiences.

We are a group that places our customers experience and personal information at the top of our priority therefore Supertech Group takes your privacy and the protection of your personal information very seriously, and we will only use your personal information in accordance with this Statement and Applicable Statutory Laws.

## **2. Purpose of this privacy statement**

When you interact with us, you trust us with personal information about yourself and your loved ones.

Supertech Group is dedicated to protecting your right to privacy. This privacy statement aims to set out how we collect, use, share and otherwise process your personal information, in line with POPIA.

It is important that you read this Statement carefully before submitting any personal information to Supertech Group. By submitting any personal information to Supertech Group you provide consent to the processing of your personal information as set out in this Statement.

Please do not submit any personal information to Supertech Group if you do not agree to any of the provisions of this Statement. If you do not consent to the provisions of this Statement, or parts of the Statement, Supertech Group may not be able to provide its products and services to you.

The information provided in this privacy statement are subject to applicable laws of South Africa and cannot be amended.

### **3. What is POPIA and personal information**

The Protection of Personal Information Act (“POPI”) governs all aspects of processing of Personal Information. POPI gives effect to the constitutional right to Privacy and provides for eight conditions for lawful processing of Personal Information.

POPI establishes certain rights and remedies in safeguarding Personal Information.

“PERSONAL INFORMATION” “or “PI” broadly means any information relating to an identifiable, living natural person (i.e. any individual) or juristic person (i.e. any companies, CC’s etc.). This includes, but is not limited to:

- contact details: email, telephone, address etc.
- demographic information: age, sex, race, birth date, ethnicity etc.
- history: employment, financial, educational, criminal, medical history
- biometric information: fingerprints, voice signature, blood type etc.
- opinions of and about the person
- private correspondence etc.

“SPECIAL PERSONAL INFORMATION” or “SPI” is information concerning the data subject's, religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life, biometric information, or criminal behaviour of a data subject.

The Supertech Group Privacy Statement covers Supertech Group (Pty) Ltd (Registration Number 2016/133986/07), including any of its related entities and Supertech Group (Pty) Ltd (Registration Number: 2016/133986/07).

Supertech Group takes your privacy and the protection of your personal information very seriously, and we will only use your personal information in accordance with this Statement and Applicable Laws.

You hereby indemnify and hold Supertech Group and its affiliates harmless from any loss, damages or injury that you may incur as a result of any unintentional disclosures of your personal information to unauthorised persons or the provision of incorrect or incomplete personal information to Supertech Group.

For any information pertaining to the Supertech Privacy Policy please contact us in writing at [preona.naidoo@supertechgroup.co.za](mailto:preona.naidoo@supertechgroup.co.za) or by calling our Customer Contact Centre on 031-702-0271.

#### **4. RESPONSIBLE PARTIES**

The Supertech Group has several responsible parties. These parties or companies are responsible for determining why and how the group will use customers' personal information. These parties are:

a) **Supertech Durban:**

Supertech Durban (Pty) Ltd  
Company Reg # : 1967/002443/07  
8 Cliff Crescent, Bellair, Durban, 4094  
VAT No: 4150106492

b) **Supertech Pinetown / Supertech Motorrad:**

Supertech Pinetown (Pty) Ltd  
Company Reg # : 2015/333661/07  
6 Kirk Road, Pinetown, 3610  
VAT No: 4700271234

c) **Supertech Newcastle:**

Supertech Newcastle (Pty) Ltd  
Company Reg # : 2009/006531/07  
1 Albert Wessels Drive, Newcastle, 2940  
VAT No: 4120263993

- d) **Supertech Pietermaritzburg:**  
Supertech Pietermaritzburg (Pty) Ltd  
Company Reg # : 2017/299211/07  
9 Armitage Road, Pietermaritzburg 3201  
VAT No: 4890278817
- e) **Supertech Shelly Beach:**  
Supertech Shelly Beach (Pty) Ltd  
Company Reg # : 2017/325796/07  
55 Main Road, Shelly Beach, 4265  
VAT No: 4880278819
- f) **Supertech East London:**  
Supertech East London (Pty) Ltd  
Company Reg # : 2018/521154/07  
Corner Pearce Street & Fourth Avenue, Berea, East London, 5241  
VAT No: 4280283898
- g) **Golf Association :**  
Supertech Group Golf Association (Pty) Ltd  
Company Reg # : 2020/723324/07
- h) **Ceramic Pro :**  
Drawcorp (Pty) Ltd  
Company Reg # : 2018/504914/07
- i) **Trainer Centre:**  
SA Tayob Training Academy  
21 Steel Road, Windermere, Durban, 4001
- j) **WE BUY BMW's (Pty) Ltd**

Company Reg # : 2019 / 481191 / 07  
8 Cliff Crescent, Bellair, Durban, 4094  
VAT No: 9138660247

## **5. You choose to accept**

You as our Supertech Group customer has a right to object to the processing of your personal information. It is solely your choice to accept the terms and conditions of our privacy statement and hereby agree to being bound by this statement.

At Supertech Group for us to provide you with the Lifestyle you deserve you have to fill out your details on the 360 application and provide us with your consent. This means that, if you do not provide us with your consent, we cannot provide you with the Supertech Lifestyle benefits.

You agree that all information provided to us by yourself is provided to us willingly. Should you not provide us with the necessary information we will not be able to comply with this agreement. Should you submit your personal information to us, you agree and consent to the processing of this personal information.

This processing includes the collecting, recording, organising, storing, updating, distributing and removing or deleting personal information of your personal information by us and others who we may share the personal information with under any applicable law or in the manner detailed in this privacy statement. This consent will be valid for the time period approved by law.

## **6. We keep personal information confidential**

We undertake to always keep your personal information confidential. If you share your personal information with any third parties, we will not be liable for any loss you, your spouse and your dependants.

## **7. Privacy Statement Amendment**

We may amend this Statement from time to time for any of the following reasons:

- to provide for the introduction of new systems, methods of operation, services, products, property offerings or facilities;
- to reflect an actual or expected change in market conditions or general services or practices;
- to comply with changes to any Applicable Laws within the Republic of South Africa;
- to ensure that this Statement is clearer and more favourable to you;
- to rectify any mistake that might be discovered from time to time; and/or
- for any other reason which Supertech Group, in its sole discretion, may deem reasonable or necessary.

Any such amendment will come into effect and become part of any agreement you have with Supertech Group when notice is given to you of the change by publication on our website. It is your responsibility to check the website often.

## **8. How does Supertech Group handle security and privacy on the website?**

We endeavour to always keep our website secure. We do however advise you that we cannot guarantee the security of any information provided to us or by us through our website, email, internet, or social media. We cannot be held responsible for any loss or unauthorised use or interception of information transmitted via the internet which is beyond our control.

### **a) Third party websites**

Our website may contain links to other websites outside of the Supertech Group. We are not responsible for the content, privacy, or security of other websites.

### **b) Social Plugins**

We use social plugins of social networks such as Facebook, Instagram, YouTube, LinkedIn, Google+ and Twitter. Please note that we have no influence on or control over the extent of the data retrieved by the social networks' interfaces and we can accordingly not be held responsible or liable for any processing or use of personal information transmitted via these social plugins.

For information on the purpose and extent of the data retrieval by the social network concerned, and about the rights and settings possibilities for the protection of your private sphere, please refer to the data protection information provided by the social network in question.

## **9. Personal information Supertech Group collects on you and how we collect this information**

**a) We may collect the following information about you:**

- Your name, address, contact details, date of birth, place of birth, identity number, passport number, details about your employment and financial information;
- Information about your beneficial owner if we are required to do so in terms of Applicable South African Laws;
- Records of correspondence or enquiries from you or anyone acting on your behalf;
- Details of transactions you carry out with us;
- Details of contracts, sales or leases you carry out with us;
- Sensitive or special categories of personal information, including biometric information, such as images, fingerprints and voiceprints.

If you are under the age of 18 please do not provide us with any personal information unless you have the permission of your parent or legal guardian.

**b) How does Supertech Group collect information?**

You may provide personal information to us either directly or indirectly, by completing an application for our products and services or requesting further information about our products and services, whether in writing, through our website, over the telephone or any other means.

**c) We may receive information about you:**

- When you contact us directly, either via our website, web chat service, our Customer Service teams, by email, telephone or via social media, whether to apply for one of our products or services or to make an enquiry or other request;
- From other Supertech Group Entities or entities within, or affiliates of, the Supertech Group or our carefully selected business partners who provide products and services under one of our brands;
- Occasionally from other third parties who may lawfully pass your information on to us.
- Telephone calls to us may be recorded and/or monitored for training and quality assessment purposes.

**d) How is my personal information processed?**

We take the privacy and protection of your personal information very seriously and will only process your personal information in accordance with all applicable laws in South Africa (POPI) and this Statement. Supertech Group employees attend regular data protection training.

Accordingly, Supertech Group will comply with the relevant data privacy principles or conditions relating to the processing (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) of your personal information set out in Applicable Laws.



**e) Can Supertech Group retain my information?**

We may retain your personal information indefinitely, unless you object, in which case we will only retain it if we are permitted or required to do so in terms of the law. We undertake to retain your personal information for the time period provided for by law and will only retain your information for a longer period should we be in the process of a complaint or legal action.

**f) What rights do I have regarding my personal information?**

You have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of personal information held about you. If you wish to exercise this right, please contact us using the contact details set out in our PAIA Manual .

You have a right to object on reasonable grounds to the processing of your personal information where we claim such processing is necessary to pursue our legitimate interests, your legitimate interests or the legitimate interests of a third party to which the information is supplied. We may then stop such processing, unless Applicable Laws provide for such processing.

**g) Can Supertech Group share my information?**

We may share your personal information with:

- Other Supertech Group entities, our agents and sub-contractors, third parties who process personal information on our behalf and Supertech Group companies, or affiliates, in South Africa;
- Our carefully selected business partners , including those who provide products and services under any of our brands;
- Our service providers and agents who perform services on our behalf;
- Any person who has agreed or is considering to provide security for your indebtedness, including any surety, guarantor, potential surety or potential guarantor under any finance document who requests such information to evaluate any actual or potential liability under such suretyship or guarantee;
- A prospective buyer or seller of any of our businesses, assets or debt;
- A person who acquires substantially all of the assets of a Supertech Group Affiliate;
- Any person if we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of Supertech Group, its clients or other third parties;
- Other lenders or banks, collection agencies, lawyers, accountants, auditors, regulators and law enforcement agencies, to the extent necessary to protect, preserve or enforce Supertech Group's rights and interests in respect of any agreement or any document or to respond to any legal enquiry or to comply with any regulatory obligation;

- Any other Supertech Group Affiliate and any assignee or potential assignee of Supertech Group 's rights and/or obligations under any agreement or any person with whom any Supertech Group's Affiliate may otherwise consider entering into a contract in relation to a relevant document.

**h) We may disclose your personal information to these third parties for any purpose permitted in terms of Applicable Laws, including to-**

- assess and monitor any of your applications for Supertech Group 's products or services, including the risk involved to comply with Applicable Laws;
- determine which products and services may be of interest to you and/or to send you information about such products and services, unless you object or choose not to receive such communications;
- keep your usual contact within Supertech Group informed of the progress of any new applications for new services or products, and the other way around;
- have a better understanding of your circumstances and needs to provide and improve Supertech Group's products and services;
- comply with Applicable Laws requiring Supertech Group and/or any third party to collect personal information;
- detect and report fraud and criminal activities, to identify the proceeds of unlawful activities and to combat crime;
- use for marketing purposes; and
- make reports to any regulator or supervisory authority, including those in foreign jurisdictions, if Supertech Group is required to do so in terms of Applicable Laws.

**i) We do not share your personal information with any third parties, except if:**

- we are legally permitted or obliged to provide such information for legal or regulatory purposes;
- we are required to do so for purposes of existing or future legal proceedings;
- we are selling one or more of our businesses to someone to whom we may transfer our rights under any agreement we have with you;
- Necessary for purposes of preventing fraud, loss, bribery or corruption;
- they perform services and process personal information on our behalf;
- it is required in order to provide or manage any information, products and/or services to you;
- needed to help us improve the quality of our products and services;

- You've already consented to the disclosure of this information to that third party;
- We have a legal or contractual duty to give the information to that third party;
- For risk or fraud prevention purposes, or both; and
- For any of the purposes set out in this privacy statement.

If you do not wish us to disclose this information to third parties, please contact us at the contact details set out herein. We may, however, not be able to provide products or services to you if such disclosure is necessary.

**j) Can I share information with Supertech Group on Third Parties?**

Where you provide us with the personal information of third parties you should take steps to inform the third party that you need to disclose their details to us and identify us. We will process their personal information in accordance with this Statement.

If you give us information on behalf of someone else, you confirm to us that you have their permission to do so and that they are aware of the contents of this Statement and do not have any objection to us processing their information in accordance with this Statement.

**10. What is the personal information used for?**

**a) Legal Contractual**

- Legal or contractual purposes;
- To detect and prevent fraud and money laundering and/or in the interest of security and crime prevention;
- To conduct sanction party list and politically exposed person screening against any relevant list which Supertech Group may in its sole discretion determine;
- To verify your identity;
- To comply with applicable laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;

**b) Operational & Customer Service**

- To obtain a single view of a customer for all of Supertech Group;
- To improve your customer experience;
- To help us improve the quality of our products and services;

- To provide you with the services, products or offerings you have requested, and to notify you about important changes to these services, products or offerings;
- To comply with your instructions or requests;
- For operational, marketing, auditing, legal and record-keeping requirements;
- To transfer or process your personal information outside of the Republic of South Africa to such countries that may not offer the same level of data protection as the Republic of South Africa, including for cloud storage purposes and the use of any of our websites. We will however only transfer your personal information across South African borders if the relevant situation requires trans-border processing and will do so only in accordance with Applicable Laws.
- To record, access and/or monitor your telephone calls and electronic communications to/with Supertech Group, including all forms of notifications, correspondence received by or sent from Supertech Group (including its employees, agents or contractors) in order to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention and to comply with Applicable Laws;
- To disclose your personal information to third parties, including other Supertech Group Entities, for reasons set out in this Statement or where it is not unlawful to do so;
- To conduct surveys; and
- To improve or evaluate the effectiveness of Supertech Group's business or products, services or offerings.

#### **11. Opting out of Direct Marketing:**

By accepting the terms and conditions of this agreement, you consent to us sharing your personal information Supertech Group and to them contacting you by telephone to tell you about Supertech Group products and services they offer or about third parties who may be of interest to you.

We (and these other parties) may contact you by post, telephone, e-mail, SMS and other electronic means, to inform you about services, products and offerings available from Supertech Group, specific Supertech Group Entities or selected third parties, which we believe may be of interest to you, unless you have unsubscribed from receiving such communications. We will only send you marketing communications if we are entitled to do so under Applicable Laws.

Your participation is completely voluntary. You may unsubscribe or opt out from receiving such communications from Supertech Group Entities by accessing your online customer profile by making use of the "Unsubscribe" option available on the relevant communication or by contacting our Customer Contact Centre at any time.

You may also contact us utilising the contact details set out in this Statement if you have previously asked not to receive marketing communications from us but would now like to hear from us with news on Supertech Group products and services.

## **12. Data quality – keeping your personal information up to date**

Supertech Group has a duty to take all reasonable steps to ensure that your personal information is complete, correct, not misleading and revised on a frequent basis. For us to ensure that your information is correct we will try and obtain this information from you directly. Where we are unable to do so, we will make use of verifiable independent third-party data sources.

## **13. Can I request information that Supertech Group has about me?**

You may request details of personal information which we hold about you under the Promotion of Access to Information Act 2 of 2000 (“PAIA”). Fees to obtain a copy or a description of personal information held about you are prescribed in terms of PAIA.

Confirmation of whether we hold personal information about you may be requested free of charge. If you would like to obtain a copy of your personal information held by Supertech Group, please review our PAIA Manual .

Supertech Group is committed to behaving ethically and fairly in all its business relationships. Fair treatment of customers is central to the development and continuing success of our organisation and to the benefit of all our stakeholders including present, prospective, and future customers.

## **14. Right to withdraw consent:**

We at Supertech Group pride ourselves in satisfying our customers every need therefore should you have provided us with your personal information, and should you want to rescind your consent, you can contact us, and we will process your information.

Once you contact us, we shall explain to you the consequences of your withdrawal. If you withdraw from us, we will not be able to provide you with any Supertech Group information regarding our products and services.

Should you change your mind and want to know more about our products and services you may affect this right by making use of our online services, 360 application, websites or alternatively you can contact us.

## **15. Right to complain**

Should you have any concerns, and should you believe that we have used your information incorrectly you can contact us through the following channels:

**Email:** [customer.service@supertechgroup.co.za](mailto:customer.service@supertechgroup.co.za);

**Telephone:** Customer Contact Centre at 031 702 0271; or

**Information Officer:** Yasir Ismail

**Email address:** [yasir.ismail@supertechgroup.co.za](mailto:yasir.ismail@supertechgroup.co.za)

**Our address:** 8 Cliff crescent, Cnr Vusi Mzimela Road (Bellair Rd) and Solomon Mahlangu Drive (Edwin Swales Dr), Bellair, Durban 4094 .

Should you believe that Supertech Group has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Supertech Group. If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator, using the contact details listed below:

**Information Regulator contact details:**

**Postal address:** PO Box 31533, Braamfontein, Johannesburg, 2017

**Physical address:** 33 Hoofd Street Forum III, 3rd Floor Braampark

**Telephone number:** (010) 023 5207

**Email address:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**Website:** <https://justice.gov.za/inforeg/>