PROTECTION OF PERSONAL INFORMATION

PRIVACY NOTICE TO ALL SUPPLIERS, SERVICE PROVIDERS & CUSTOMERS

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

The following information will help you understand the purpose for which we will collect store and use your information. We will keep your information confidential and will only share your information if we are legally required to do so or if we must do so to fulfil our agreement with you or if you have given your consent.

Your personal information is protected by the Protection of Personal Information Act, No. 4 of 2013 ("POPI"), as amended. The POPI Act prescribes how personal information must be collected used and stored to protect the information and your privacy.

WHAT IS PERSONAL INFORMATION?

Personal information is any information relating to an identifiable, living individual or business. It includes, but is not limited to:

- Identifiers such as: a name, identity number, staff number, account number, tax number, physical address or any other used to identify a person.
- Demographic information such as: race; gender; pregnancy; marital status; nationality; ethnic or social origin; colour; sexual orientation; age; physical or mental health or well-being; disability; religion; conscience; belief; culture; and language.
- Financial information such as: bank and other account numbers, bank statements; salary information; financial statements.
- Background information such as: education; financial; employment, medical or criminal history.
- Biometric information: this refers to techniques of identification that is based on physical, physiological, or behavioural characterisation such as blood type, fingerprints, DNA analysis and voice recognition.
- A person’s personal opinions, views, and preferences.
- Correspondence sent by the person that is of a private or confidential nature and any further correspondence that would reveal the contents of the original correspondence.

INFORMATION COLLECTED

When you as a customer, supplier or service provider purchase products / services or render a service from or to Vinlab, we would have collected your personal information to make the transaction happen. An example of Information collected could be in the form of credit application forms, account request forms or analysis request forms / sample information submitted to us. 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.
This information includes:

- Name / Company Name
- ID number
- Date of birth
- Nationality
- Demographic information
- Contact details including email address and cell phone numbers
- Postal and residential address
- Banking details
- Financial information
- Company registration documents
- SARS registration documents / Tax numbers
- CCTV Footage of the Vinlab premises
- Analysis results and metadata

We collect this information to ensure that we can successfully conclude a transaction / agreement with you and to comply with all the legislation applicable to our business. Personal information is also collected for purposes of due diligence, risk assessment, administrative and payment purposes. Some information, like your credit history, can be collected from third parties. We will not do this without your permission, and you are entitled to confirm whether this information is accurate.

SHARING OF INFORMATION

We will only share your personal information with companies who help us to provide our services to you and who have agreed to keep the personal information secure, confidential and to only use it for authorised purposes. We treat your information as confidential and keep it secure. Sometimes we will be required by law and regulations to share your information.

YOUR RIGHTS

You can request access to the information we hold about you or correct your personal information by contacting our Information Manager. In certain cases, we may require proof of identity. You may unsubscribe from any direct marketing communications we may send you. You have the right to object to the processing of your personal information. Please take note, that regardless of your right to withdraw consent under the POPI Act, other South African legislation applies and may require that we continue to process your data to comply with anti-corruption, crime-fighting and/or other national legislation, which you expressly understand and agree to.

DATA USE AND RETENTION

We will not keep your personal information for any longer than is necessary considering the reason(s) for which it was first collected, including for the purpose of satisfying any legal, accounting or reporting requirements. We use the information for administration and support. Your information is obtained when you make use of our facilities and services. We may market our products/services to you if you have given us your consent. We have implemented reasonable security safeguards to protect the personal information that you provide. Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy should something happen. The Information Officer will let you know of any breaches which affect your personal information.
OUR CONTACT DETAILS

To contact us about anything to do with your personal information and the protection of your personal information, including to make a data subject access request, please make use of the following contact details.

Name of Information Officer: Hanneli Smit
Email address: hanneli@vinlab.com
Postal & Physical address: Vinlab, Distillery Road, Stellenbosch, 7600
Telephone number: 021 882 8866

CHANGES TO THIS PRIVACY NOTICE

We may change this Privacy Notice from time to time. This may be necessary, for example only, if the law changes, or if we change our business in a way that affects personal information protection and might be posted on our website.