

THE PROTECTION OF PERSONAL INFORMATION ACT
CUSTOMER PRIVACY NOTICE

FIRESMITH INVESTMENTS (PTY) LTD t/a DUBUN SHOE REPAIRS AND ALTERATIONS

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 Firesmith Investments (Pty) Ltd t/a as DUBUN Shoe Repairs and Alterations 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

Firesmith is a registered company in South Africa. It trades at three branches in Gauteng under the name DUBUN Shoe Repairs and Alterations. DUBUN was established in 1988.

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.

The information we collect

We collect and process your personal information to enable us to offer your **customer service, customer care and communication**. For this purpose we will collect your contact details of your **name and telephone number**.

We collect information directly from you when you provide us with your personal details.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you.

For example:

- To communicate any variations in the order or completion date;
- To communicate with you in respect of customer service and care;
- To identify you and your item when collecting

Disclosure of information

We do **NOT** disclose your personal information to third parties, or other customers and your details are **NOT** stored electronically, unless you have sent us an email. If you ask us to arrange a courier for your item, then the courier company has record of your address, name and phone number on their system. We do not market to you using your personal information.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law;
- 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 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.

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 in our PAIA and POPIA Manual. Address all enquiries to the Information Officer on the prescribed forms included in the manual. This manual can be found 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

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. All enquiries to be addressed to the Information Officer and requests to be made on the forms provided in the PAIA and POPIA Manual included on our website.

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 the information officer as detailed in our PAIA and POPIA Manual.

Consent

By signing your invoice or sending/ returning a favourable email, you hereby give consent for the collection, processing and dissemination of your personal information as detailed in this notice and the PAIA and POPIA Manual detailed on the website www.dubun.co.za. Failure to grant consent will mean that we cannot provide you with effective customer care and service and enter into communication with you. We will also not be able to identify you if you lose your receipt. You will be required to prove ownership of your items.