



**REGIONAL WHOLESALE SERVICES (PTY) LTD**

**PRIVACY POLICY**

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## 1. **Introduction**

- 1.1. Welcome to Regional Wholesale Services' Privacy Policy ("**Privacy Policy**").
- 1.2. We are committed to protecting your privacy. This Privacy Policy applies to all our brands and explains how we collect, use, disclose and protect your Personal Information and respect any rights you benefit from under POPIA.
- 1.3. In this Privacy Policy "**we**", "**us**" and "**our**" refers to all the companies of Regional Wholesale Services and its associated companies.

## 2. **Definitions**

- 2.1. "**Personal Information**" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:-
  - 2.1.1. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
  - 2.1.2. information relating to the education or the medical, financial, criminal or employment history of the person;
  - 2.1.3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - 2.1.4. the biometric information of the person;
  - 2.1.5. the personal opinions, views or preferences of the person;

- 2.1.6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 2.1.7. the views or opinions of another individual about the person; and
- 2.1.8. the name of the person if it appears with other Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person.
- 2.2. **“POPIA”** means the Protection of Personal Information Act No. 4 of 2013.
- 2.3. **“Special Personal Information”** means Personal Information concerning:-
  - 2.3.1. the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or
  - 2.3.2. the criminal behaviour of a data subject to the extent that such information relates to:-
    - 2.3.2.1. the alleged commission by a data subject of any offence; or
    - 2.3.2.2. any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

### **3. Scope of our Privacy Policy**

- 3.1. Our Privacy Policy applies to all Personal Information we collect, use, share or otherwise process through our business activities, both online and offline, which display, link or refer to this Privacy Policy, including:-
  - 3.1.1. our websites;
  - 3.1.2. our official social media pages;
  - 3.1.3. our e-mails;
  - 3.1.4. our apps;

- 3.1.5. our online and offline campaigns; and
- 3.1.6. your conversations or correspondence with our representatives.
- 3.2. Throughout this document, we will refer to our online activities as "**Sites**" and to our offline activities as "**Services**".
- 3.3. You should be aware of the fact that our Sites may contain hyperlinks to third party websites, apps, etc. which are not controlled by us and which are not covered by this Privacy Policy. We have no responsibility or liability for the content and activities of these third-party websites, apps, etc. As these third parties may collect your Personal Information, we suggest that you consult the privacy policies of these third parties to learn more about their use of your Personal Information.

#### **4. Fair and lawful processing**

- 4.1. In some cases, where required by POPIA, we may ask for your explicit consent for processing your Personal Information for a specific purpose.
- 4.2. We only collect, use, disclose or otherwise process your Personal Information where it is fair and lawful to do so.
- 4.3. If you do not wish to provide your Personal Information to us, we may not be able to provide you with the products and services you have requested.

#### **5. How do we obtain your Personal Information?**

- 5.1. Personal Information obtained from you directly:-
  - 5.1.1. Firstly, we may obtain your Personal Information from you directly, e.g. when you sign up for our newsletters, register on our Sites, buy a product from us, fill out a survey, make a comment or enquiry, post something on our social media pages, subscribe to direct marketing etc.
  - 5.1.2. Personal Information collected this way may include:-
    - 5.1.2.1. name;

- 5.1.2.2. address;
- 5.1.2.3. e-mail address;
- 5.1.2.4. user name;
- 5.1.2.5. telephone number (and recordings when you call our consumer line);
- 5.1.2.6. credit card or other payment information;
- 5.1.2.7. age;
- 5.1.2.8. date of birth;
- 5.1.2.9. gender;
- 5.1.2.10. product purchase and usage information;
- 5.1.2.11. household information;
- 5.1.2.12. information, feedback or content you provide regarding your marketing preferences;
- 5.1.2.13. user-generated content, posts and other content you submit to our Sites;
- 5.1.2.14. in limited circumstances, information about your family or other individuals that you have provided to us. In such cases, we assume that you have the authority to share any Personal Information you provide to us about them;
- 5.1.2.15. Special Personal Information such as information relating to your image, health (including information related to product usage and medical history), sexual life (and related behavior) and biometrics collected during volunteer consumer research studies (such as facial expression recognition, heart rate and skin condition);
- 5.1.2.16. demographic information; or
- 5.1.2.17. any other Personal Information you voluntarily provide us with



directly.

5.2. Personal Information collected automatically:-

5.2.1. Secondly, some Personal Information may be collected automatically when you visit or use our Sites (and those of our third-party service providers acting on our behalf), such as information collected by cookies and other technologies (such as web analytic tools and pixel tags) on our websites.

5.2.2. Personal Information collected this way may include:-

5.2.2.1. information about your (mobile) device or your type of browser;

5.2.2.2. information about the way you use our websites, such as details of the web pages you have viewed, the banners and the hyperlinks you have clicked, etc.;

5.2.2.3. whether you have opened e-mails sent by us to you;

5.2.2.4. the websites you have visited before arriving at one of our websites;

5.2.2.5. your IP address;

5.2.2.6. the hyperlinks you have clicked;

5.2.2.7. your user name, profile picture, gender, networks and any other information you choose to share when using third party sites (such as when you use the "Like" functionality on Facebook or the +1 functionality on Google+);

5.2.2.8. your MAC address;

5.2.2.9. information you choose to share by using social media tools incorporated in our websites or using your social media log-in details to access certain Reckitt product sites or applications; and

5.2.2.10. information you share with us about your location. Where we are required to do so by local law, we will only use that information where you have agreed that we can.

- 5.3. Personal Information obtained from other sources :-
  - 5.3.1. Lastly, we may also collect Personal Information about you from other sources. These other sources may include:-
    - 5.3.1.1. our trusted business partners;
    - 5.3.1.2. social media sites;
    - 5.3.1.3. consumer research organizations;
    - 5.3.1.4. credit reference agencies;
    - 5.3.1.5. intermediaries that facilitate data portability; and
    - 5.3.1.6. other members of our group.

**6. For which purposes may we use your Personal Information**

- 6.1. We may use your Personal Information for our business purposes, such as:-
  - 6.1.1. handling and managing your account with us, for instance to communicate to you with respect to your account, to process your payments, to deliver the Services, and to offer you the necessary customer service;
  - 6.1.2. better understanding your needs to provide you with more relevant information, analyzing and evaluating our corporate activities, testing, developing and evaluating new products and improving our existing products and services, conducting market research and audits, identifying user trends and examining the degree of effectiveness of our marketing campaigns and degree of satisfaction of our customers;
  - 6.1.3. telling you about our products and services, and sending you promotional materials (such as announcements relating to new products or developments relating to our brands and those of our carefully selected trusted business partners, subject to your consent to such marketing where required by POPIA;
  - 6.1.4. managing our Sites, and tune the experience and content of our





Sites to your previous activities on our Sites, in view of personalizing your experience when visiting our Sites;

6.1.5. responding to your requests or enquiries;

6.1.6. administering general record keeping; and

6.1.7. meeting legal and regulatory requirements.

6.2. POPIA does permit us to use your Personal Information because:-

6.2.1. it is necessary for our legitimate interests in the effective delivery of information, services and products to you and in the effective and lawful operation of our business (in each case provided such interests are not overridden by your rights);

6.2.2. it is necessary for taking steps to enter into a contract with you for the products/services you purchase, or for carrying out our obligations under such a contract;

6.2.3. it is required to satisfy any legal or regulatory obligations that we are subject to; and

6.2.4. in limited circumstances and if required by POPIA, you have agreed to us processing your Personal Information, such as when you opt in to marketing, or processing with your explicit consent in the case of Sensitive Personal Information, such as health information.

6.3. We may create anonymous data records from Personal Information by excluding information (such as your name) that make the data personally identifiable to you. We use this anonymous data to analyse our products and services. We reserve the right to use such anonymous data for any purpose and disclose anonymous data to third parties, including but not limited to our research partners, in our sole discretion.

## **7. To whom we may disclose your Personal Information**

7.1. Intra-group sharing

Your Personal Information may be shared between the different companies and brands of our group, for the purposes set out in this Privacy Policy. As we have stated above, this Privacy Policy applies to all these companies' and brands' use of your Personal Information.

7.2. Third party service providers

We may share your Personal Information with trusted third-party service providers who work on our behalf, such as software and other IT service providers, payment processors, etc. These third-party service providers are required not to use your Personal Information other than to provide the services requested by us or otherwise in accordance with our instructions.

7.3. Acquisitions

If another company acquires (part of) our company, business, or our assets, that company may acquire all or part of the Personal Information collected by us and will assume the rights and obligations regarding your Personal Information as described in this Privacy Policy. In the unlikely event of an insolvency, your Personal Information may also be transferred as a business asset, subject to applicable law.

7.4. Necessary disclosures

7.4.1. We may disclose your Personal Information if we believe in good faith that such disclosure is necessary or prudent in light of our obligations under applicable law:-

7.4.1.1. in connection with any legal investigation;

7.4.1.2. to comply with relevant laws or to respond to court orders, subpoenas or warrants served on us;

7.4.1.3. to protect or defend our rights; or

7.4.1.4. to investigate or assist in preventing any violation or potential violation of the law, or this Privacy Policy.

**8. How we protect your Personal Information**



- 8.1. We value the trust you place in us.
- 8.2. We have implemented appropriate technical and organizational measures to protect your Personal Information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access and against all other unlawful forms of processing.
- 8.3. When collecting or transferring Sensitive Personal Information we use a variety of additional security technologies and procedures to help protect this information.
- 8.4. The Personal Information you provide us with is stored on computer systems located in controlled facilities which can only be accessed by a limited number of persons who have a need to know in order to carry out their tasks and any services requested by you.
- 8.5. When we process highly confidential information (such as credit card numbers) over the Internet, we protect it through the use of encryption.

## **9. Your rights**

- 9.1. You have various rights in relation to your Personal Information. In particular, you have the right to:-
  - 9.1.1. to be informed;
  - 9.1.2. access allowing you to request a copy of the Personal Information we hold about you;
  - 9.1.3. rectification, allowing you to ask that we update the Personal Information we hold about you, or correct any Personal Information that you think is incorrect or incomplete;
  - 9.1.4. delete, by asking that we delete Personal Information that we hold about you, or restrict the way in which we use your Personal Information;
  - 9.1.5. withdraw your consent to the processing of your Personal Information (to the extent such processing is based on consent);

- 9.1.6. object to our processing of your Personal Information (including for direct marketing purposes); or
- 9.1.7. not be subjected to automated decision-making
- 9.2. If you would like to exercise these rights or understand if they apply to you, please complete the attached form marked “A” and send to [neil@rwservices.co.za](mailto:neil@rwservices.co.za).

## 10. **Complaints**

If you are unhappy with the way we have handled your Personal Information or any privacy query or request that you have raised with us, we encourage you to approach us first at the contact details in paragraph 13 below, and we shall endeavour to resolve same to your satisfaction, alternatively, you have a right to complain to the Information Regulator.

## 11. **How long we retain your Personal Information**

- 11.1. We will only retain your Personal Information as long as reasonably required for the purposes as set out in this Privacy Policy or otherwise to comply with legal or regulatory requirements applicable to us.
- 11.2. When your Personal Information is processed:-
  - 11.2.1. for the performance of your contract with us, we retain your Personal Information for the period reasonably and lawfully required as per our retention policies following completion of a contractual order;
  - 11.2.2. for meeting, legal and regulatory requirements, we retain your Personal Information as it is set out by the applicable law; and
  - 11.2.3. In all other cases, we process your Personal Information, depending on the type, for up to 2 years from the date of our last interaction with you.

## 12. **Transfers to other countries**

- 12.1. Your Personal Information may be transferred to and processed in other countries where laws governing the processing of Personal Information may



be less stringent than the laws in your country (including jurisdictions outside the Republic of South Africa).

12.2. In such cases, where required by POPIA we will ensure that there are adequate safeguards in place to protect your Personal Information.

12.3. By using our Sites and Services, to the extent required and valid under POPIA, you explicitly consent to your Personal Information being transferred and processed this way.

### **13. How to contact us**

13.1. We welcome your feedback. If you have any comments, questions or complaints regarding this Privacy Policy or our processing of your Personal Information, or would like to exercise any of the rights set out at "your rights" above that are applicable in your location, you can contact us by sending an e-mail to [neil@rwservices.co.za](mailto:neil@rwservices.co.za).

13.2. You may also write to us at:-

**Regional Wholesale Services (Pty) Ltd**

**Require full details to be included here**

### **14. Changes to this Privacy Notice**

This Privacy Policy was last modified on the 9<sup>th</sup> of June 2021. This document is a policy and not a contract between us. We may occasionally modify or amend it from time to time. When we make changes to this Privacy Policy, we will update the revision date at the top of this Privacy Policy. Where those changes are material, we will take steps to let you know. The new modified or amended Privacy Policy will apply from that revision date. Please always verify whether you have consulted the latest version of the Privacy Policy.



**ANNEXURE "A"**

**REGIONAL WHOLESALE SERVICES (PTY) LTD**

**DATA SUBJECT RIGHTS REQUEST FORM**



I the undersigned, \_\_\_\_\_

1. being a:

Customer

Contractor

Employee

Past employee

Prospective employee

Other \_\_\_\_\_

2. Select request type:

Access data

Rectify data

Erase data

Restrict processing

Objection

3. Detailed description of request:

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*Data Subject is required to furnish proof of identification*