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## CUSTOMER PRIVACY POLICY

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 DICLA FARM AND SEED (PTY) LTD (and including the websites [www.dicla.com](http://www.dicla.com) and [www.diclamembers.com](http://www.diclamembers.com)) we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

This Privacy Policy is applicable to all existing and new clients of DICLA FARM AND SEED as well as existing and new subscribers to any communication channels facilitated and used by the company.

### About the Company Dicla Farm and Seed (Pty) Ltd

#### The information we collect

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, and delivering services accordingly. For this purpose we will collect contact details including your name and organisation.

For the purpose of accounts payable, invoicing and other consumer transactions, information such as email addresses, postal and physical addresses, contact numbers and –names may be collected and stored.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

#### 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. Further to the POPI Act, COR Concepts also includes the following items as personal information:

All addresses including residential, postal and email addresses.  
Legal names and the changes thereof

#### How we use your information

All information collected and stored will only be used for the purpose intended for upon collection, and consented to by the customer. Customer contact details, where provided via the website, may be used for marketing purposes. Additionally, where necessary, your information may be retained for legal or research purposes.

*Examples of the use of your information:*

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

Any information intended for any use other than these stipulated will be with the consent of the applicable entity or individual.

## Disclosure of information

Where it may be necessary to disclose your personal information to our service providers or partnering organizations who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

*We may also disclose your information:*

- Where we have a duty or a right to disclose in terms of law or industry codes;
  - 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 policies and procedures cover all personal information supplied by you for any business transaction or for marketing purposes.

We will ensure that, if any personal information has to be shared with third parties, the party involved agrees to treat your information with the same level of protection as we do, in accordance with the Protection of Personal Information Act.

## Access to information

You have the right to request a copy of the personal information we hold about you. All information stored is available from the company via email to [info@dicla.com](mailto:info@dicla.com). Proof of Identification might be required in order to access your personal information.

## Correctness of your information

You have the right to ask us to update, correct or delete any part of your personal information. Note that certain information is required for the conclusion of business transactions. Information of clients may be retained for the conclusion of business, with consent. Proof of identification will be required to amend or delete an information. We encourage you to keep your information with us current where possible.

## 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 us on [info@dicla.com](mailto:info@dicla.com) or 011 662 1371.  
Contact information can be obtained from [www.dicla.com](http://www.dicla.com)

Unless changes to stored information is requested, in writing, by any subscriber or client, all personal information obtained before 30/06/2021 via any means mentioned or implied in this document, will be used and stored under the same conditions stipulated in this document.

