

PRIVACY POLICY

1. Introduction

Dunlop Belting Products (Pty) Ltd (“DBP”, “we”, “us”, “our”) is committed to protecting the privacy and security of personal information in accordance with the Protection of Personal Information Act, 2013 (“POPIA”), the Electronic Communications and Transactions Act, 2002 (“ECTA”), and all applicable South African law.

This Privacy Policy explains how we collect, use, disclose, store, and protect personal information when you interact with our website, products, services, platforms, or personnel. By accessing or using www.dbp.co.za, you agree to the terms of this Privacy Policy.

2. Information Officer

In terms of POPIA, DBP has appointed an Information Officer:

Information Officer:

Mr. Luke Ewan

Email: LukeE@dbp.co.za

Telephone: **011 741 2500**

Address: **22 Lincoln Road, Benoni, South Africa**

The Information Officer oversees all POPIA and PAIA compliance matters.

3. Personal Information We Collect

We may collect and process the following categories of personal information:

3.1 Directly Provided Information

- Full name and contact details
- Company details and physical address
- Email address and telephone numbers
- Order, invoice and payment information
- Identity numbers and company registration details
- Employment and recruitment information (CVs, qualifications)

3.2 Automatically Collected Information

- IP address
- Browser type and device information
- Server logs
- Basic usage statistics

(No analytics or tracking tools are implemented unless otherwise updated in the Cookie Policy.)

3.3 Information from Third Parties

- Public databases
- Service providers
- Recruitment agencies
- Business partners and suppliers



4. Purpose of Processing

We process personal information for the following purposes:

- To provide products, services, quotations, support, and account management
- To manage orders, delivery, warranties, and after-sales service
- To comply with legal and regulatory obligations
- To maintain internal administration, audits, safety, and quality control
- To respond to enquiries, complaints, and customer service requests
- To verify identities and prevent fraud
- To manage supplier and customer relationships

5. Legal Bases for Processing (POPIA Section 11)

We process personal information based on one or more of the following lawful grounds:

- The processing is necessary to perform a contract or fulfil a request
- The processing complies with an obligation imposed by law
- The processing protects a legitimate interest of the data subject
- The processing is necessary for our legitimate business interests
- The data subject has provided voluntary, informed, and specific consent

6. Sharing of Personal Information

We may share personal information with:

- Logistics and delivery partners
- IT and system service providers
- Professional advisors (legal, tax, auditors)
- Regulatory and law enforcement authorities when required
- Affiliates and business partners for operational purposes

Personal information is not sold or rented to third parties.

7. Cross-Border Transfers

DBP does **not** transfer personal information outside South Africa.

If DBP's data hosting arrangements change in the future, all transfers will comply with POPIA Section 72 and will be updated in this policy.

8. Security Safeguards

We implement appropriate **technical and organisational** security measures, including:

- Access control and role-based permissions
- Secure servers and firewalls
- Encrypted communications where applicable
- Confidentiality agreements with staff and service providers
- Regular security monitoring and system integrity checks

Despite these measures, electronic transmission can never be fully secure. Use of the website is at your own risk.



9. Data Retention

Personal information is retained only for as long as necessary to:

- Fulfil the purpose for which it was collected
- Comply with legal, regulatory, tax or audit requirements
- Manage contractual relationships

Once no longer required, data is securely destroyed or de-identified.

10. Your Rights as a Data Subject

Under POPIA, you have the right to:

- Access your personal information
- Request correction, deletion, or updating
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

Contact Details for the Information Regulator:

Email: complaints.IR@justice.gov.za

Website: <https://inforegulator.org.za>

Requests must be submitted in writing to the DBP Information Officer.

11. Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the content, privacy practices, or security of third-party sites.

12. Changes to This Policy

We may update this Privacy Policy periodically.

The latest version will always be available on www.dbp.co.za.

