



Privacy Policy

Effective Date: June 25, 2025

This Privacy Policy describes how Turbo & Service Centre (the "Company"), as the "Responsible Party", collects, uses, and protects your personal information. We are committed to processing your personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA) and other applicable data protection laws.

This policy applies to our website at <https://turboandservicecentre.co.za/> and our business operations in South Africa.

1. Our Contact Details

- **Business Name:** Turbo & Service Centre
- **Physical Address:** Bram Fischer Drive, Randburg, Johannesburg, Gauteng 2194, South Africa
- **Email Address:** sales@turboandservicecentre.co.za
- **Telephone Number:** 010 021 0350
- **Website:** <https://turboandservicecentre.co.za/>

2. What Personal Information We Collect

"Personal information" refers to any information that can be used to identify you. We collect different types of personal information depending on how you interact with us:

Information You Provide Directly:

- **Contact & Quote Forms:** Your name, email address, and any details you provide about your vehicle and service needs when you request a quote or send a message.
- **Direct Communication:** Information you provide when you call, email, or communicate with us through other channels (e.g., WhatsApp).
- **Newsletter Subscription:** Your name and email address when you subscribe to our marketing communications.
- **Vehicle & Service Information:** Vehicle registration number, make, model, VIN, and service history related to the services we provide.
- **Billing Information:** Your billing details for invoicing and payment purposes.

Information We Collect Automatically (via Cookies and Analytics):

- **Usage Data:** Your IP address, browser type, device type, pages you visit on our website, time spent on those pages, and referring



websites. This data is collected using tools like Google Analytics to help us understand how our site is used.

- **Cookies:** Small text files placed on your device to help the website function, remember your preferences, and track website usage for analytics.
- **Embedded Content:** When you view content embedded from other platforms (like YouTube), those platforms may collect their own data about you.
- **reCAPTCHA:** Our contact forms are protected by Google's reCAPTCHA to prevent spam. Your interaction with reCAPTCHA is subject to Google's Privacy Policy and Terms of Service.

3. Purpose for Collecting and Processing Your Information

We collect and process your personal information for the following specific and lawful purposes:

- **To Respond to Enquiries:** To communicate with you, provide accurate quotes, and answer your questions in response to your requests via our contact forms, email, or phone.
- **To Provide Services:** To perform the requested vehicle services and repairs, manage your service history, and communicate with you about your vehicle.
- **For Marketing:** To send you newsletters, promotional offers, and updates about our services, but only if you have provided your consent to receive such communications.
- **To Improve Our Website:** To analyse website traffic and user behaviour in order to enhance our website's functionality, content, and user experience.
- **To Fulfil Legal Obligations:** To comply with legal requirements, such as tax and accounting regulations, and to maintain records as required by law.
- **For Security:** To protect our website and systems from spam, fraud, and other malicious activities.

4. Our Legal Basis for Processing

We rely on the following legal bases under POPIA to process your information:

- **Consent:** When you voluntarily provide your information for a specific purpose, such as subscribing to our newsletter.
- **Contract:** When processing is necessary to perform a contract with you, such as fulfilling a service request or processing a payment.



- **Legitimate Interest:** When processing is necessary for our legitimate business interests, such as improving our services and website, provided your fundamental rights are not overridden.
- **Legal Obligation:** When we are required by law to process your information.

5. Sharing of Your Personal Information

We do not sell, rent, or trade your personal information. We may share it with trusted third parties only when necessary to perform our services or for legitimate business purposes. These may include:

- **Service Providers:** Third-party companies that provide services to us, such as IT support, website hosting, email marketing platforms (e.g., GoDaddy), or payment processors.
- **Analytics Providers:** Services like Google Analytics that help us understand website usage.
- **Parts Suppliers:** We may share your vehicle details with suppliers to order necessary parts for a repair.
- **Law Enforcement:** We will disclose your information if required by law or in response to a court order or valid legal process.

We ensure that all third parties with whom we share data are committed to protecting your information in a manner consistent with this policy and POPIA.

6. Security and Data Protection

We take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, or damage. Our website uses a secure SSL/TLS connection (HTTPS). Access to your personal information is limited to authorised personnel who need it to perform their jobs.

7. Data Retention

We will retain your personal information only for as long as is necessary to fulfil the purposes for which it was collected or as required by law.

8. Your Rights as a Data Subject

Under POPIA, you have the following rights regarding your personal information:

- **Right of Access:** You can request access to the personal information we hold about you.
- **Right to Rectification:** You can request that we correct any inaccurate or incomplete personal information.
- **Right to Object:** You can object to the processing of your personal information, particularly for direct marketing purposes.



- **Right to Withdraw Consent:** You can withdraw your consent for processing where consent is the legal basis.
- **Right to Complain:** You have the right to lodge a complaint with the Information Regulator if you believe we have not processed your information in accordance with POPIA.

To exercise any of these rights, please contact our information officer using the details below.

9. Cookies

Our website uses cookies. By using our website, you consent to the use of cookies in accordance with this policy. You can manage your cookie preferences through your browser settings.

10. Information Officer

If you have any questions or concerns about this privacy policy or our data practices, please contact our information officer:

- **Information Officer Name:** Amanda Allan
- **Email:** sales@turboandservicecentre.co.za

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We encourage you to review this policy periodically. The updated version will be effective as soon as it is posted on our website.

Yours Sincerely,

Turbo & Service Centre Team

