

Protection of Personal Information (POPI) Policy

Endurance Urethanes (PTY) LTD

Effective Date: 19/03/2025

1. Introduction

Endurance Urethanes (PTY) LTD ("EU") is committed to protecting the personal information of our customers, employees, and suppliers in accordance with the Protection of Personal Information Act (POPIA). This policy outlines how we collect, use, store, and protect personal information.

2. Scope

This policy applies to all personal information collected, processed, and stored by the Company in relation to our customers, suppliers, employees, and users who interact with our website.

3. Information We Collect

EU collects and processes the following personal information:

- Customer names, contact details, and addresses
- Billing and invoicing information stored on Xero
- Delivery details recorded in our delivery note books
- Customer details recorded in our blend sheets for product formulation
- Employee details for payroll and SARS compliance
- Supplier bank details for payment of raw materials
- Information submitted through our website contact form (name, email address, and enquiry message)

4. Purpose of Collecting Personal Information

EU collects personal information for the following purposes:

- Processing invoices and payments via Xero
- Managing and fulfilling customer orders
- Keeping records of product formulations for quality assurance
- Ensuring efficient delivery of products
- Processing employee salaries and ensuring compliance with SARS
- Facilitating payments to suppliers for raw materials
- Responding to website enquiries and assisting customers with product or service-related requests

5. Website & Online Data Collection

EU operates a website that may collect limited personal information to support customer communication.

The website collects:

- Name
- Email address
- Message or enquiry submitted through our contact form

This information is collected solely for the purpose of responding to enquiries, providing assistance, and communicating with potential or existing customers regarding their needs.

Additional website practices include:

- Basic site analytics may be used to improve website performance and user experience.
- No personal information is sold or shared with third parties for marketing purposes.
- Any information submitted via the website is stored securely and accessed only by authorized personnel.

By submitting a form on our website, individuals provide consent for EU to contact them and process the information for the stated purposes.

6. Storage and Protection of Personal Information

The Company ensures the security of personal information by implementing the following measures:

- Xero accounting software is used to securely store customer, supplier, and employee information with encryption and access control.
- Physical records such as delivery note books and blend sheets are stored securely in a locked area within the workshop.
- Employee and supplier records are stored digitally on the work system as well as on Xero, in an office that is accessible only to the Managing Director and the appointed Administrator.
- Access to personal information is limited to authorized personnel only.
- Regular backups and security updates are maintained for digital records.
- Website enquiry information is stored securely and handled with the same level of protection as other business records.

7. Sharing of Personal Information

EU does not sell or share personal information with third parties, except when legally required or when necessary for the provision of our services (e.g., courier services for deliveries, payroll processing, or SARS compliance).

8. Data Retention

Personal information is retained only for as long as necessary to fulfill business and legal obligations. Once no longer needed, records will be securely disposed of or deleted.

9. Customer, Employee, Supplier, and Website User Rights

Individuals have the right to:

- Request access to their personal information
- Request corrections to any inaccurate or outdated information
- Request deletion of personal information, where legally permissible
- Object to the processing of their personal data under certain circumstances

10. Compliance and Contact Information

For any concerns or requests regarding personal information, customers, employees, suppliers, and website users may contact:

083 555 5277

By doing business with us, being employed by EU, or submitting information through our website, individuals acknowledge and agree to the processing of their personal information in accordance with this policy.

Approved by:

Stanford Thomas

Managing Director / Information Officer

19/03/2025