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Beacon Bay
East London
P.O Box 19451, Tecoma
East London, 5214
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Fax: 086 673 3279
Email: dave@freshmarksystems.co.za

1. Introduction

Freshmark Systems (PTY) LTD ('Freshmark Systems') respects the privacy of every person who visits and/or uses our website (www.freshmarksystems.co.za), our software services platforms and/or our social media platforms ('the Service'). We will comply with all applicable data protection laws and regulations.

This Privacy Statement must be read in conjunction with our Privacy Policy (<http://www.freshmarksystems.co.za/privacy-policy/>). Both the Privacy Statement and Privacy Policies constitute a fully binding legal agreement and it is recommended you read both documents carefully. Your use of the Service signifies your agreement to the terms and conditions and this Privacy Statement.

If you do not agree, you should not provide any of your personal information to Freshmark Systems.

By submitting your personal information to us, and/or by using the Service, you will be regarded as having given your consent – where necessary and appropriate – for the processing of personal information referred to in this Statement. Consequently, by continuing to use the Service, you acknowledge and agree that Freshmark Systems may collect, use and transfer your personal information in accordance with the applicable legislation in South Africa while delivering our services.

2. Who is Freshmark Systems?

Freshmark Systems (PTY) Ltd is a South African company focused on Information Systems and Services. Our head office location is:

2nd Floor, Infinity Place

10 St Helena Road

Beacon Bay

East London

5241

Contact:

Email - support@freshmarksystems.co.za.

Telephone - +27 43 721 1121/2

3. Overview of the information we collect

In accordance with POPIA, we may use your personal data to carry out our obligations arising from any contract with you, to assist with business requirements or where we have a right or duty to disclose the information in terms of law or industry codes.

3.1 Specific information we may hold

We may, for example, but not limited to; collect and use the following information about you:

Name; contact information such as; email address, physical address and cell phone, home or business numbers; financial information limited to the requirement to deliver our services; IP address geographical location; details of visits to our website and any other information which we reasonably need to perform our duties in pursuance of any agreement we may have with you, make decisions about you in relation to the Service, or fulfil our regulatory or other business obligations.

In addition, we may, from time-to-time, use third party services (such as Google Analytics) that collect, analyse and monitor log data pertaining to the Service in order to optimize, improve and audit the products and services we offer.

3.2 Personal information about children and special personal information

Freshmark Systems does not collect personal information about children and will only process information about children with the express consent of a competent person (someone like the parent or guardian) or if otherwise permitted in law.

Freshmark Systems also does not process any “special personal information” as defined in POPIA, which includes for example political, religious or health-related information, and we will only process special personal information with your express consent or if otherwise permitted to do so in law.

3.3 Specific Information we may share

We will only share your information with third parties that we have trusted relationships with, and selected third parties who perform services on our behalf. All service providers are bound by contract with us to maintain the security of your personal information and to use it only as permitted by us, in accordance with this policy and in accordance with POPIA and applicable law.

3.4 How we use your information

We undertake to only process your information insofar it is adequate, relevant and not excessive for the purposes set out below. Further, we will only use your personal information for a purpose compatible with that for which it was collected.

We will use your information to:

operate and manage your agreement with us or correspondence you may have with us; carry out, monitor and analyse our business; contact you via social media or by email, SMS, letter, telephone or in any other way about our products and services as allowed for in law, unless you tell us that you prefer not to receive marketing communications; to form a view of you as an individual and to identify, develop or improve products or services that may be of interest to you; carry out market research, business and statistical analysis; perform other administrative and operational purposes including the testing of systems; comply with our regulatory or other obligations; carry out any other reasonable business operation considering our business and the relationship between the parties. Your information may also be used for other purposes for which you give your permission or where we are permitted to do so in law or it is in the public interest to disclose the information.

You may on reasonable grounds object to the processing of your personal information, after which we undertake not to continue to process such information, except as provided for in law.

4. Cookies and Web Beacons

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our website or even order goods.

Our website may contain electronic image requests (sometimes referred to as "web beacon" requests) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website and/or the Service.

5. Security

The security of your personal information is important to us, but no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security, but we can guarantee that we will take all reasonable measures to protect the security of your data.

6. Access to your information

You have a right to access certain personal records we hold about you. Requests can be made in writing to support@freshmarksystems.co.za

We want to make sure that your information is accurate and up to date. You may also ask us to correct or remove any information that you think is inaccurate and you can do so by sending us an e-mail to support@freshmarksystems.co.za

7. Transfers of personal information outside South Africa

We may transfer personal information outside South Africa to a foreign country. Personal information may be stored on servers located outside South Africa in a foreign country whose laws protecting personal information may not be as stringent as the laws in South Africa. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent. We will at all times ensure that all reasonable measures to protect the security of your data are taken and that any data transferred out of the country will only be processed in accordance with Freshmark Systems' instructions.

8. Links to other websites and social media platforms

This privacy policy applies only to our website and to ordering of any of our goods, and to the Service, and not to websites or social media platforms or pages owned and/or operated by third parties. We may provide links to other websites which we believe may be of interest to our visitors. We aim to ensure that such websites are of the highest standard. However, due to the nature of the Internet, we cannot guarantee the privacy standards of websites to which we link or be responsible for the contents of sites other than this one, and this privacy policy is not intended to be applicable to any linked, non- Freshmark Systems site or social media platform.



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9. Changes to this Statement

We may amend this statement from time to time. Please check our website periodically to inform yourself of these changes.

10. Contact details

Information Officer
Freshmark Systems

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