

PRIVACY POLICY

1. Scope of the Privacy Policy

The Business takes the privacy of Users of Enserve Engineering Services (Pty) Ltd's website very seriously. Please read the following to learn more about Enserve Engineering Services (Pty) Ltd's privacy policy.

- 1.1. This policy relates to how The Business uses, stores and collects personal information collected from Users of Enserve Engineering Services (Pty) Ltd's website.
- 1.2. Personal information is information about the User that is personally identifiable like the user's name, surname, email address, and/or postal address and that is not otherwise publicly available.
- 1.3. This policy does not apply to the practices of companies that Enserve Engineering Services (Pty) Ltd does not own or control or with whom Enserve Engineering Services (Pty) Ltd is affiliated or contracted, or to people that The Business does not employ or manage.
- 1.4. This Privacy Policy forms part of the Terms and Conditions of use for Enserve Engineering Services (Pty) Ltd's website.

2. Use and Collection of the Information Collected

- 2.1. The Business collects personal information when the User request to be contacted or to be provided with more information on the services Enserve Engineering Services (Pty) Ltd provides. The Business may combine information about a specific User with information it obtains from business partners or other companies.
- 2.2. Once a user has registered on Enserve Engineering Services (Pty) Ltd's website the User will no longer be anonymous to The Business.
- 2.3. At the point of collection, The Business will provide the User with an "opt-out" mechanism that will provide the User the opportunity to indicate that he/she does not want The Business to send the User any further communications.
- 2.4. The Business uses information collected from Enserve Engineering Services (Pty) Ltd's website, for the following general purposes: to fulfil User requests for products and services, provide User's with The Business's news, improve The Business's services, and to conduct research.

- 2.5. Although The Business will undertake reasonable endeavours not to allow the use of personal information for other purposes, Enserve Engineering Services (Pty) Ltd cannot guarantee that personal information will not be used for other purposes.

3. Children

- 3.1 The Business takes the privacy of children online very seriously. Children under the age of 13 years should have a parent/guardian's consent before providing any personal information to The Business. The business will not require or request children under this age to provide any personal information that is reasonably necessary to participate in the applicable activity on Enserve Engineering Services (Pty) Ltd's website.
- 3.2 If The Business determines upon collection that a user is under this age, The Business will not use or maintain his/her personal information without the parent/guardian's consent.

4. Information Sharing and Disclosure

The Business does not rent, sell, or share personal information about the User with other people or non-affiliated companies except to provide products or services Users have requested.

5. The user's ability to delete his/her information

- 5.1. The user may edit their information, including marketing preferences, at any time, provided this information remains accurate in accordance with Enserve Engineering Services (Pty) Ltd's Terms and Conditions.

6. Confidentiality and Security

The Business has placed physical, technological and procedural security safeguards in place that comply with best practices to protect personal information about the user.

7. Changes to the Privacy Policy

Enserve Engineering Services (Pty) Ltd may update this policy. It is the responsibility of the User to keep up to date of any changes to this policy.

8. Feedback

If a User has any questions, suggestions or comments, Users are requested to complete the feedback section on Enserve Engineering Services (Pty) Ltd's website. Any comments posted on the feedback section will not be accessible to the general public.

9. Update of the Privacy Policy

This Privacy Policy was last updated October 2021

Business Registration Number: 2000/024700/07

Enserve Engineering Services (Pty) Ltd

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