

# PRIVACY

## POLICY



This **Privacy Policy** outlines how **OnNeedle Manufacturing (Pty) Ltd** collects, uses, and protects the information gathered through our digital platforms, in accordance with the **Protection of Personal Information Act (POPIA)** of South Africa.

### 1. Introduction

At OnNeedle Manufacturing, we are committed to protecting the privacy of our clients, partners, and visitors. This policy applies to all interactions with our digital presence and governs our data collection practices.

### 2. Information We Collect

We collect personal information that is necessary to conduct our manufacturing and retail operations, including:

- **Contact Information:** Names, email addresses, phone numbers, and physical addresses (for orders and logistics).
- **Business Information:** Company names, registration numbers, and VAT details where applicable.
- **Technical Data:** Usage data (IP addresses, browser types, and interaction data) collected through our digital interfaces to improve user experience.
- **Communication Records:** Records of correspondence regarding orders, inquiries, and technical support.

### 3. How We Use Your Information

We use your data for the following legitimate business purposes:

- **Order Fulfilment:** Processing and delivering manufacturing orders, including managing logistics and shipping.
- **Account Management:** Maintaining records for our clients and providing updates on product availability and lead times.
- **Legal Compliance:** Adhering to South African statutory requirements, including financial reporting and regulatory obligations.
- **Communication:** Sending essential updates regarding our services, operational changes, and product catalogues.

### 4. Data Sharing and Disclosure

We do not sell or trade your personal information. We may share data with third parties only under the following circumstances:

- **Service Providers:** With trusted partners who assist in business operations (e.g., shipping/logistics providers, IT support services) under strict confidentiality agreements.
- **Legal Requirements:** When required by law, such as to comply with a court order or government request, or to protect our legal rights.

## 5. Data Security

We implement industry-standard technical and organizational measures to ensure the security of your data, including:

- Controlled access to sensitive business and client information.
- Regular monitoring of our digital systems to prevent unauthorized access.
- Confidentiality protocols for all personnel handling data.

## 6. Your Rights

Under POPIA, you have the right to:

- **Access:** Request details regarding the personal information we hold about you.
- **Correction:** Request that we correct or delete inaccurate or outdated information.
- **Withdrawal:** Opt-out of non-essential communications at any time.

## 7. Changes to This Policy

We may update this policy periodically to reflect changes in our practices or legal obligations. Significant changes will be communicated through our official channels.

### Contact Us

For any inquiries regarding this Privacy Policy or your data, please contact our office directly:

**OnNeedle Manufacturing (Pty) Ltd Limpopo Province, South Africa**

info@onneedle.co.za

www.onneedle.co.za