



## WEBSITE PRIVACY POLICY

### INTRODUCTION

The right to privacy is an integral human right recognised and protected in the South African Constitution and in the Protection of Personal Information Act 4 of 2013 ("POPIA").

**StreetChef (Pty) Ltd** (hereinafter referred to as "StreetChef / we / us/ our") respects the privacy of all personal data and private information collected, processed, and stored. As such, we undertake to handle all personal information received and processed with due care and provide the necessary security to safeguard all information held by us.

### PURPOSE OF POLICY

This policy explains our privacy practices and the choices you have about the way your personal information will be dealt with. All practices are in line with the provisions of Protection of Personal Information Act (POPIA).

### YOUR RIGHTS AS DATA SUBJECTS

#### 1. The Right to be Informed

- 1.1. You have the right to be informed when your personal information is collected, processed and stored, the type of information collected and the purposes for which it is collected, processed and stored.
- 1.2. You are hereby notified that your personal information Personal information is collected only when knowingly and voluntarily submitted.
- 1.3. We may require you to provide us with personal information which includes but is not limited to –
  - 1.3.1. Your full name and surname
  - 1.3.2. Your email address;
  - 1.3.3. Your physical address;
  - 1.3.4. Your mobile number; and
  - 1.3.5. Your Identification number;

1.3.6. Card details.

**1.4. The purpose of collecting your information includes the following reasons:**

1.4.1. To maintain a database of all clients;

1.4.2. Service Delivery;

1.4.3. Invoicing;

1.4.4. Marketing

1.4.5. Or any other purpose as expressly communicated and accepted by you.

1.5. You further have the right to be informed whether your information is disclosed to third parties.

1.5.1. StreetChef will be able to disclose your information to third party service providers such as the delivery company and the Chef's. By payment of the order, you expressly consent to us disclosing your information.

1.5.2. Your personal information may also be disclosed in special situations to law enforcement, government officials, fraud detection agencies or other third parties where StreetChef has reason to believe that doing so is necessary to identity or act against anyone damaging or interfering with our rights or property, users, or anyone else that could be harmed by such activities or to report or support the investigation into suspected illegal activity.

1.6. StreetChef will inform you where we have reasonable grounds to believe that your personal information has been accessed or acquired by an unauthorised person.

**2. The right to access of personal information**

2.1. You have the right to request access to your information and other information held by the Company, which company records is contained in our PAIA Manual.

2.2. Such request should be done through completing the relevant Form 2, available from the information regulator website or through this link: <https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

2.3. Such request is made directly to the Information Officer, Ashley Idas by using the following e-mail address: [ashley@streetchef.co.za](mailto:ashley@streetchef.co.za)

2.4. StreetChef may however refuse to give access to certain records and should you be aggrieved by the decision of StreetChef, you may lay a complaint at the Information Regulator or apply to court, at your own expense.

**3. The Right to have Personal Information Corrected or Deleted**

3.1. You have the right to request, where necessary, that your personal information must be corrected, or deleted where StreetChef is no longer authorised to retain the personal information.

- 3.2. Should your personal information change, please inform us and provide us with updates to your personal information as soon as reasonably possible to enable us to update your personal information.
- 3.3. You may choose to provide additional personal information to us, in which event you agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.
- 3.4. Please note that certain information must be kept for a certain period as prescribed in terms of law. You can obtain this information from our POPI Policy, which is also available on request from our Information Officer.

#### **4. The Right to Object to the Processing of Personal Information**

- 4.1. You have the right, on reasonable grounds, to object to the processing of your personal information. In such circumstances, StreetChef will give due consideration to the request and the requirements of POPIA.
- 4.2. StreetChef may cease to use or disclose the data subject's personal information and may, subject to any statutory and contractual record keeping requirements, also approve the destruction of the personal information.

#### **5. The Right to Complain to the Information Regulator**

- 5.1. You have the right to submit a complaint to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection your personal information.

### **SECURITY MEASURES / PROTECTION OF PERSONAL INFORMATION:**

1. StreetChef will treat your personal information as strictly confidential, save where we are entitled to share it as set out in this policy.
2. We have appropriate technical and organisational measures in place to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure, or access.
3. We undertake to promptly notify you if we become aware of any unauthorised use, disclosure, or processing of your personal information.
4. We will not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

5. We undertake to never to sell or make your personal information available to any third party other than as provided for in this policy.
6. Please note whilst we will do all things reasonably necessary to protect your rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your personal information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.
7. If you disclose your personal information to a third party, such as an entity which operates a website or service linked to our Website or anyone other than StreetChef, we shall not be liable for any loss or damage, howsoever arising, suffered by you as a result of the disclosure of such information to the third party. This is because we do not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.

### **THIRD PARTY RIGHTS & LINKING TO THIRD PARTY WEBSITES**

1. We do not allow approved third-party service providers to list and sell their services on our Website.
2. Should there however be links or references to other websites ("Third Party Websites"), which are outside of our control, including those of advertisers, we are not responsible for the practices and/or privacy policies of those Third-Party Websites or the "cookies" that those sites may use.
3. Please note your use of such Third-Party Websites is entirely at your own risk and we are not responsible for any loss, expense, claim or damage, whether direct, indirect, or consequential, arising from your use of such Third-Party Websites or your reliance on any information contained therein.
4. All third-party service providers, including their employees, having access to your personal information are bound by appropriate and legally binding confidentiality obligations in relation to your personal information
5. If you disclose your personal information to a third party, such as an entity which operates a website or service linked to our Website or anyone other than us, WE SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED BY YOU AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION TO THE THIRD PARTY. This is because we do not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.

### **REVIEW OF PRIVACY POLICY**

We review our privacy policy annually, and where necessary amend it.

Should you require any further information please email the Information Officer at [ashley@streetchef.co.za](mailto:ashley@streetchef.co.za)