

POL No:	
Revision	
Effective Date	
Page 1 of 7	

Privacy Policy

Effective Date: June 2021

1. General Statement

We respect your privacy and are committed to protecting it. This privacy statement explains our policies and practices regarding online customer information. It is through this disclosure that we intend to provide you with a level of comfort and confidence in how we collect, use, and safeguard personal and other information we collect or that you provide through this website, and how you can contact us if you have any questions or concerns. It is our sincere hope that by explaining our data handling practices we will develop a trusting and long-lasting relationship with you. By using the site, you agree to the terms of this privacy statement.

Bragan Chemicals (PTY) Ltd. ("us", "we", or "our") operates the www.braganchemicals.co.za website (the "Service").

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from www.braganchemicals.co.za.

2. Information About Our Website and General Data Collection Practices

This Privacy Policy applies to website and is administered by a third-party vendor on behalf of Bragan Chemicals (PTY) Ltd.

The business purpose of this website is to provide visitors with marketing of services and products which includes but not limited to: Company profiles, markets, customers, sales, products, brochures, and newsletters.

3. Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected

POL No:	
Revision	
Effective Date	
Page 2 of 7	

a) Personal Identifiable Data

When you visit our website, we will not collect any personally identifiable information about you unless you provide it to us voluntarily.

For purposes of this Privacy Policy, personally identifiable information is information that identifies you as an individual or a juristic person, such as your name, street address, telephone number, email address, cookies, and usage data.

If you opt not to provide us with personally identifiable information you can still access our website.

b) Usage Data

We may also collect information how the Service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g., IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

c) Tracking and Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

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 Service.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our Service.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings.
- **Security Cookies.** We use Security Cookies for security purposes.

4. How we use Personal Identifiable Information

Personal identifiable information may be used to:

- Fulfil a site user request (e.g., brochure fulfilment, marketing or promotional materials including emails)
- Respond to your comments or requests for information
- Meet a request for or to develop new products or services
- Make the user experience more customer friendly

POL No:	
Revision	
Effective Date	
Page 3 of 7	

- Develop new and improved products, services and marketing
- Contact you, if necessary, while processing or shipping an order for products or services
- Generate site analytics that improve our site layout, content, product offerings and services
- Compile user data that is stored in our corporate database and may be used for marketing and other purposes
- Provide and maintain the Service.
- Comply with legal requirements

5. Other (Non-Personally Identifiable) Information We Collect from Site Visitors

Bragan Chemicals (PTY) Ltd. collects other “non-personally identifiable information” from site visitors. This means that we do not track these items on an individual basis that identifies the site visitor, but rather gather and collect this information on an aggregate [or anonymous] basis that includes all site visitors.

Non-personally identifiable information includes tracking the site pages that are visited or the amount of time spent on our site.

If you visit this site using a mobile device, we collect additional non-personally identifiable information which may include the type/model of the mobile device viewing the site.

Our primary goal in collecting non-personally identifiable information from you is to be able to perform site metrics that allow us to improve the functionality of the website.

We may use session and session logs to collect aggregate or other non-personally identifiable information about site visitors.

6. How We Use the Aggregate or Non-Personally Identifiable Information We Collect

Non-Personally identifiable information collected on our website may be used to:

- Compile aggregate and statistical data to help in website design and to identify popular features
- Measure site activity to allow us to update our site to better meet user wants and needs
- Provide you content that may be of interest to you based on pages visited and items viewed
- Make the user experience more customer friendly
- Develop new and improved products, services and marketing

7. Methods of Collecting Information

The website generates a “session log” when you visit our site. We use session logs to help us determine how people travel through our site. In this way, we can structure our pages so that the information most frequently visited is easier to find. By tracking page visits, we can also determine if the information we are providing is being used. The only data gathered is the Internet Protocol (IP)

POL No:	
Revision	
Effective Date	
Page 4 of 7	

address from which you came, the website that referred you, the pages you visited and the date and time of those visits.

8. Sharing your Information

Bragan Chemicals (PTY) Ltd. does not share, sell, or rent personally identifiable information with independent companies for their own use without providing you a choice.

Personal identifiable information that you provide to us in the course of requesting a product or service through this website may be gathered and stored in one or more of our corporate databases and be used for purposes of contacting you for things like marketing programs, or other communications from this website.

We may share personally identifiable information that we collect about you with other companies within the Rolfes Group subsidiaries. Our subsidiaries are the group of companies related to us by common control or ownership. We share information within this “group” as a normal part of conducting business and, if permissible, offering products and services to our customers.

Bragan Chemicals (PTY)Ltd will disclose your personally identifiable information, without notice, if (1) in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on the company, its affiliates or the site; (b) protect and defend the rights or property of the company, its affiliates or this site; or (c) act under exigent circumstances to protect the personal safety of the company or affiliate personnel, users of their websites, or the public; or (2) if required to do so by law.

9. Access To and Control Over the Use of Your Information:

To correct or update your personally identifiable information contact us at:

Email Address: enquiries@braganchemicals.co.za

Mailing Address

Sevens Warehouse Complex,
3 Bernie Street, Unit 3
Kya Sands
(Postal Code)

Telephone: +27 (0) 11 708 0007

This will enable us to process your changes. Our website will use reasonable efforts to correct any factual inaccuracies in your information.

POL No:	
Revision	
Effective Date	
Page 5 of 7	

The scope of access available for this request is for information stored in the database that holds the data for www.braganchemicals.co.za. Any personally identifiable information that has been collected from you on other Company websites will not be accessible or changeable through the processing of this request.

10. Security of Your Information:

Safeguarding information of visitors to our website is important to us. While no systems, applications or websites are 100% secure, we use systems, policies, and procedures to maintain accuracy of information and to protect information from loss, misuse, or alteration.

When you send personally identifiable information, such as email address or telephone numbers, to www.braganchemicals.co.za we use encryption technologies that helps safeguard your personally identifiable information against misuse by unauthorized individuals.

Suppliers, contractors, or partners of Bragan Chemicals (PTY) Ltd. who have access to your personally identifiable information in connection with providing services for Bragan Chemicals (PTY) Ltd. are required to keep the information confidential.

Suppliers are not permitted to use this information for any other purpose than to carry out the services they are performing for Bragan Chemicals (PTY) Ltd.

11. Processing of Personal Information:

By visiting this site and by providing your personally identifiable information to us, you understand and consent to the collection, use, processing, transfer, and disclosure of your personally identifiable and non-personally identifiable information in accordance with this Privacy Policy. Therefore, by visiting this site and by providing such information, you consent to the use, processing, and disclosure of such information in global locations. Your consent shall be deemed to include your consent to transfer of the personally identifiable or non-personally identifiable information to locations that may have different levels of privacy protection than in your own country.

12. Links to other websites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

13. Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

POL No:	
Revision	
Effective Date	
Page 6 of 7	

Our website does not knowingly intend to collect personally identifiable information from children under 18 years of age.

If a child has provided us with personally identifiable information a parent or guardian of that child may contact us at the address, phone number or email address listed in paragraph 14 for this information to be deleted from our records. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from the database that stores information for Bragan Chemicals (PTY) Ltd.

14. Contacting us

If you have any questions, comments, or concerns about this online privacy policy for www.braganchemicals.co.za, privacy practices, or have any questions regarding the contents of this website please contact us at

Email Address: enquiries@braganchemicals.co.za

Designated Information Officers: gloriam@rolfesza.com
lesegon@rolfesza.com

Mailing Address

Sevens Warehouse Complex,
3 Bernie Street, Unit 3
Kya Sands
(Postal Code)

Telephone: +27 (0) 11 708 0007

Bragan Chemicals (PTY) Ltd. is committed to working with customers and the public to obtain a fair and rapid resolution of any complaints or disputes about privacy and the handling of your data we will be happy to respond to your questions and comments.

If you are unsatisfied with the way in which we have dealt with you complaints in respect of our use of your personal information, you have the right to contact the Information Regulator, whose contact details are available at <https://www.justice.gov.za/inforeg/>

The Information Regulator (South Africa)
SALU Building,
316 Thabo Sehume Street,
Pretoria
Ms Mmamoroke Mphelo
Tel: 012 406 4818

POL No:	
Revision	
Effective Date	
Page 7 of 7	

Fax: 086 500 3351
infoereg@justice.gov.za

15. Amendments to This Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.