

PRIVACY POLICY

Kuhle Consolidated Holdings ("Kuhle Consolidated Holdings", "Kuhle", "we", "us", or "our") respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how we collect, use, store, disclose, and protect personal information when you visit or use our website, communicate with us, make an enquiry, request information, place an order, or otherwise interact with Kuhle Consolidated Holdings.

This Privacy Policy should be read together with any other terms and conditions applicable to your use of our website or services.

1. WHO WE ARE

Kuhle Consolidated Holdings is a South African business operating through its website and related communication channels.

For purposes of the Protection of Personal Information Act 4 of 2013 ("POPIA"), Kuhle Consolidated Holdings may act as the responsible party in relation to personal information that we process.

If you have any questions about this Privacy Policy or how your personal information is handled, you can contact us using the details provided at the end of this policy.

2. INFORMATION WE COLLECT

Depending on how you interact with Kuhle, we may collect different types of personal information.

This may include:

2.1 Information you provide directly

When you contact us, submit an enquiry, request information, place an order, or communicate with us, we may collect information such as:

- Full name and surname
- Telephone or mobile number
- Email address
- Delivery or physical address
- Billing information
- Order information
- Products or services requested
- Messages, enquiries, or other information you voluntarily provide

- Any other information reasonably necessary to respond to your request or provide our services

2.2 Information collected through our website

When you visit our website, certain technical information may automatically be collected, including:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Date and time of visits
- Referring website or webpage
- General website usage information

This information may be used to maintain, secure, improve, and analyse the performance of our website.

2.3 Information provided through WhatsApp or other communication channels

If you contact Kuhle through WhatsApp, telephone, email, social media, or another communication channel, we may process the information contained in those communications.

This may include your name, contact number, order details, delivery information, enquiries, and any other information you choose to provide.

3. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information when you:

- Visit our website
- Complete an online form
- Contact us by telephone
- Contact us through WhatsApp
- Send us an email
- Request a quotation
- Make an enquiry
- Place or discuss an order
- Request delivery or other services
- Communicate with us through social media
- Interact with our website or digital services

Where reasonably possible, we will collect personal information directly from you.

If you provide us with personal information belonging to another person, you should ensure that you are authorised to provide that information and that the relevant person understands that their information may be processed by us.

4. WHY WE COLLECT AND USE PERSONAL INFORMATION

We process personal information only where there is a lawful and legitimate reason to do so.

Depending on the circumstances, we may use personal information to:

- Respond to enquiries and requests
- Provide quotations
- Process and manage orders
- Communicate with customers
- Arrange deliveries or fulfilment
- Provide requested products or services
- Process payments and related transactions
- Provide customer support
- Maintain records of transactions and communications
- Improve our website, products, and services
- Understand how visitors use our website
- Maintain the security and integrity of our website and systems
- Prevent fraud, misuse, or unlawful activity
- Comply with applicable legal and regulatory obligations
- Send marketing communications where permitted by law
- Protect our legitimate business interests and rights

We will not use your personal information for purposes that are incompatible with the purpose for which it was originally collected unless permitted or required by applicable law.

5. LAWFUL PROCESSING OF PERSONAL INFORMATION

Kuhle will process personal information in accordance with applicable South African privacy laws, including POPIA.

Depending on the circumstances, processing may be based on:

- Your consent;
- The performance of a contract or steps taken at your request before entering into a contract;
- Compliance with a legal obligation;
- The protection of a legitimate interest;
- A legitimate business interest, where permitted by law; or
- Another lawful basis recognised under applicable legislation.

Where consent is required, you may withdraw your consent subject to applicable legal or contractual limitations.

6. ORDER AND CUSTOMER INFORMATION

If you place an order or request products or services from Kuhle, we may need to collect and process information necessary to fulfil that request.

This may include:

- Your name
- Contact details
- Order details
- Delivery address
- Billing information
- Payment-related information
- Communications relating to your order

We use this information to process and fulfil your order, communicate with you, arrange delivery where applicable, provide customer support, and maintain appropriate transaction records.

Where payment services are provided by a third-party payment provider, your payment information may be processed by that provider in accordance with its own privacy policy and terms.

7. WHATSAPP COMMUNICATIONS

Kuhle may use WhatsApp as one of its customer communication and order channels.

If you communicate with us through WhatsApp, information contained in those communications may be processed for purposes such as responding to enquiries, processing orders, providing customer support, and maintaining transaction records.

WhatsApp is operated by a third party and its own terms and privacy policies may apply to your use of the platform.

You should avoid sending unnecessary sensitive personal information through WhatsApp or any other communication channel.

8. COOKIES AND WEBSITE TECHNOLOGIES

Our website may use cookies and similar technologies.

Cookies are small files that may be stored on your device when you visit a website.

We may use cookies or similar technologies to:

- Help our website function properly
- Remember certain preferences
- Understand how visitors use our website
- Improve website performance
- Analyse website traffic
- Improve user experience
- Support security and fraud prevention

Some cookies may be provided by third-party service providers used by our website.

You may be able to control or disable cookies through your browser settings. However, disabling certain cookies may affect the functionality of parts of the website.

Where required by law, we will request appropriate consent before placing non-essential cookies or similar technologies on your device.

9. ANALYTICS AND THIRD-PARTY SERVICES

We may use third-party technology providers to assist with website hosting, analytics, communication, payment processing, security, or other business functions.

These providers may process limited information on our behalf where necessary to provide their services.

Third-party providers may include, depending on the services currently used by Kuhle:

- Website hosting providers
- Analytics providers
- Payment providers
- Communication platforms
- Delivery or logistics providers
- Website security providers
- Email service providers
- Business software providers

Third-party service providers are expected to process information in accordance with applicable law and appropriate contractual or security requirements.

Where a third party independently determines how personal information is processed, its own privacy policy may also apply.

10. WHEN WE MAY SHARE PERSONAL INFORMATION

Kuhle does not sell your personal information.

We may disclose personal information where reasonably necessary to:

- Provide products or services requested by you
- Process or fulfil an order
- Arrange delivery
- Process payments
- Provide customer support
- Operate and maintain our website
- Provide technical, hosting, security, or analytics services
- Comply with a legal or regulatory obligation
- Respond to lawful requests from authorities
- Protect the rights, property, safety, or security of Kuhle, our customers, or others
- Prevent fraud or unlawful activity
- Obtain professional advice where necessary

We will only disclose personal information where there is a lawful basis for doing so.

11. CROSS-BORDER TRANSFERS

Some third-party service providers used by Kuhle may store or process information outside South Africa.

Where personal information is transferred outside South Africa, Kuhle will take reasonable steps to ensure that such processing is conducted in accordance with applicable legal requirements, including the requirements relating to cross-border transfers under POPIA.

12. HOW WE PROTECT PERSONAL INFORMATION

Kuhle takes reasonable and appropriate technical and organisational measures to protect personal information against:

- Loss
- Theft
- Unauthorised access
- Unauthorised disclosure
- Unauthorised alteration
- Destruction
- Accidental loss
- Unlawful processing

However, no internet transmission, website, electronic storage system, or communication method can be guaranteed to be completely secure.

You should therefore take reasonable steps to protect your own information, including keeping passwords and account credentials confidential and avoiding sending unnecessary sensitive information through unsecured communication channels.

13. HOW LONG WE KEEP PERSONAL INFORMATION

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, unless a longer retention period is required or permitted by law.

The period for which information is retained may depend on:

- The purpose for which it was collected
- Whether there is an ongoing customer relationship
- Legal and regulatory requirements
- Accounting and tax requirements
- Dispute resolution requirements
- Fraud prevention and security requirements
- Our legitimate business needs

When personal information is no longer required, we will take reasonable steps to securely delete, destroy, or de-identify it where appropriate.

14. YOUR RIGHTS UNDER POPIA

Subject to applicable legal limitations, you may have the right to:

- Request access to personal information we hold about you;
- Request correction or updating of inaccurate or incomplete personal information;
- Request deletion of personal information where permitted by law;
- Object to certain processing of your personal information;
- Object to the use of your personal information for direct marketing;
- Withdraw consent where processing is based on consent;
- Request information about how your personal information is being processed; and
- Lodge a complaint with the Information Regulator if you believe your rights have been infringed.

Requests relating to your personal information should be submitted using the contact details provided below.

We may need to verify your identity before processing certain requests.

15. DIRECT MARKETING

Kuhle may communicate with customers or prospective customers about products, services, promotions, offers, or other business information where permitted by applicable law.

Where consent is required, we will obtain the appropriate consent before sending direct electronic marketing communications.

You may request that we stop sending you marketing communications at any time.

If you receive a marketing communication from us, you may use the available unsubscribe or opt-out mechanism or contact us directly to request removal from our marketing communications.

Please note that opting out of marketing communications does not prevent us from sending essential communications relating to an existing order, transaction, service, or other legitimate business interaction.

16. CHILDREN'S PERSONAL INFORMATION

Our website and services are not intentionally directed at children where the processing of children's personal information is restricted by applicable law.

We do not knowingly collect children's personal information for purposes that are unlawful or not permitted by applicable legislation.

If you believe that a child has provided us with personal information in circumstances where such collection was not permitted, please contact us so that we can investigate and take appropriate action.

17. THIRD-PARTY WEBSITES

Our website may contain links to websites, platforms, or services operated by third parties.

Kuhle is not responsible for the privacy practices, security, content, or policies of third-party websites.

We encourage you to review the privacy policy of any third-party website before providing personal information.

18. ACCURACY OF PERSONAL INFORMATION

We aim to keep personal information accurate, complete, and up to date.

You are responsible for providing accurate information and notifying us if your personal information changes.

If you believe information we hold about you is inaccurate or incomplete, you may contact us and request that it be corrected.

19. INFORMATION SECURITY INCIDENTS

If Kuhle becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate, contain, and address the incident.

Where required by applicable law, we will notify affected individuals and/or the Information Regulator of a security compromise.

20. CHANGES TO THIS PRIVACY POLICY

Kuhle may update this Privacy Policy from time to time to reflect changes in our business, website, services, technology, or legal requirements.

The updated version will be published on this page with a revised "Last Updated" date.

We encourage you to review this Privacy Policy periodically.

21. CONTACT US

If you have questions about this Privacy Policy, wish to exercise your privacy rights, or have a concern about how your personal information is being processed, please contact Kuhle Consolidated Holdings.

Kuhle Consolidated Holdings

Email: info\@kuhleconsolidated.co.za

Telephone / WhatsApp: 0734239377 / 0677360168

We will endeavour to respond to privacy-related requests within a reasonable period and in accordance with applicable law.

22. INFORMATION REGULATOR

If you are not satisfied with how we have handled your personal information, you may also contact the South African Information Regulator.

Information Regulator (South Africa)

Website: <https://info regulator.org.za/>

The Information Regulator is responsible for monitoring and enforcing compliance with POPIA and other applicable data protection legislation in South Africa.

23. ACCEPTANCE

By using the Kuhle website, submitting information to us, or interacting with our services, you acknowledge that you have had an opportunity to read and understand this Privacy Policy.

Where applicable law requires consent for a particular form of processing, we will obtain that consent separately.

End of Privacy Policy