



TOP CROP NURSERY

incorporating SUPERLAWN



TOP CROP NURSERY PRIVACY NOTICE – PROTECTION OF PERSONAL INFORMATION ACT (“POPIA”)

We understand that your personal information is important to you and that you may be apprehensive about disclosing it. Your privacy is just as important to us and we are committed to safeguarding and processing your information in a lawful manner.

We also want to make sure that you understand how and for what purpose we process your information. If for any reason you think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended, you can contact our Information Officer.

You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.

Our Information Officer's Contact Details

Name Mike Kruger
Contact Number 0835602639
Email Address: topcrop@superlawn.co.za

Our details:

Top Crop Nursery

Brigadoon Farm Cramond District Kwa-Zulu Natal

Mobile: 0835602639

Organisation E-mail address: topcrop@superlawn.co.za

The Organisation is a wholesale nursery growing seedlings and plants in the following product categories: Forestry, Vegetable, Grass, Ornamental, Indigenous grasses.

The source of collection of your personal information:

We collect personal information directly / indirectly from the following data subjects:

- Prospective clients who enquire about our products and or our advice,
- Customers that have requested and are premitted credit terms with Top Crop Nursery,
- Employees who work for the organisation.

Personal information is collected directly/ indirectly from you through the completion of application for credit forms. These forms are completed either electronically or in hard copy. You may also be requested to provide your personal information during your consultation with a representative.

We may also collect information about you from other sources such as external third parties and from cookies on our website.

Law authorising or requiring collecting of the personal information:

As an employer we require personal information to be collected for:

- Payment of Pay as you Earn
- Unemployment Insurance Fund
- To maintain employment contracts

We collect, hold, use and disclose your personal information mainly to provide you with access to the services and products that we provide. We will only process your information for a purpose you would reasonably expect, including:

- Complying with the obligations contained in the contract concluded between yourself and Top Crop Nursery

- Providing you with advice, products and services that suit your needs as requested
- To verify your identity and to conduct credit reference searches
- To notify you of new products or developments that may be of interest to you
- To confirm, verify and update your details
- To comply with any legal and regulatory requirements

Some of your information that we hold may include, your first and last name, email address, a home, postal or other physical address, other contact information, your title, birth date, gender, occupation, qualifications, past employment, residency status, your assets, liabilities, and your banking details.

Some of the aforementioned personal information may be mandatory by law.

Failing to provide compulsory information may lead to our organisation's inability to offer credit terms and offer and maintain employment contracts.

Third parties and your personal information

We may need to share your information to third parties provide advice, reports, analyses, products or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us.

These third parties may include:

- The Compliance Officer of the organisation (where applicable);
- Analytics and search engine providers assisting in the enhancement of our websites;
- Information Technology specialists assisting us with data storage, security, processing, analytics, etc;
- Auditors of the Organisation;
- Regulatory or governmental authorities such as the Financial Sector Conduct Authority and the Prudential Authority;

The Transfer of your personal information outside of the Republic of South Africa

It is unlikely that we would require to transfer your personal information outside the Republic of South Africa. Your permission would be requested if that were to be undertaken.

Complaints and objections

As a data subject, you have the right to –

- Request that we confirm, free of charge, whether or not we hold personal information about you;
- Request that we provide you with a description of the personal information we hold about you, and to explain why and how it is being processed (please complete Annexure A);
- Request that we consider your objections to the processing of your personal information (please complete Annexure B);
- Lodge a complaint with the Information Regulator (please complete Annexure B).

The Information Regulator

In the event that your personal information has not been processed in accordance with the POPI Act and the principles set out above, you have the right to lodge a complaint with the Information Regulator.

For further information regarding the complaints process, please visit the website of the Information Regulator, as indicated below.

Alternatively, you may contact the Information Regulator for further assistance:

The Information Regulator: Adv Pansy Tlakula
 Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
 Email: complaints.IR@justice.gov.za
 Website: <https://www.justice.gov.za/inforeg/index.html>

ANNEXURE A:

PERSONAL INFORMATION REQUEST FORM	
Please submit the completed form to the Information Officer:	
Name	
Contact Number	
Email Address:	
<p>Please be aware that we may require you to provide proof of identification prior to processing your request. There may also be a reasonable charge for providing copies of the information requested.</p>	
A. Particulars of Data Subject	
Name & Surname	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
B. Request	
I request the organisation to:	
(a) Inform me whether it holds any of my personal information	<input type="checkbox"/>
(b) Provide me with a record or description of my personal information	<input type="checkbox"/>
(c) Correct or update my personal information	<input type="checkbox"/>
(d) Destroy or delete a record of my personal information	<input type="checkbox"/>
C. Instructions	
D. Signature Page	
<div style="margin-bottom: 20px;">Signature</div> <div>Date</div>	

ANNEXURE B:

POPI COMPLAINT FORM

We are committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Protection of Personal Information Act.

Please submit your complaint to the Information Officer:

Name	
Contact Number	
Email Address:	

Where we are unable to resolve your complaint, to your satisfaction you have the right to complaint to the Information Regulator.

The Information Regulator: Adv Pansy Tlakula

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: complaints.IR@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/index.html>

A. Particulars of Complainant

Name & Surname	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	

B. Details of Complaint

C. Desired Outcome

D. Signature Page

Signature:
Date