

Liquid Features CC t/a Liquid Design(hereinafter referred to as Liquid Design) Privacy Notice

Introduction:

The Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information.

We use your personal data as described below to provide and improve our service . By using our services you agree to the collection and use of information in accordance with this Privacy Policy.

Who we are:

We design, manufacture and install water features, koi ponds and fountains for both private clients and businesses.

The type of personal information we collect:

We currently collect and process the following information:

- Physical address
- Email address
- Phone/cell phone numbers
- First name and last name

How we get the personal information and what we use it for:

The personal information we process is provided to us directly by you for one of the following reasons:

- Site visits to ascertain your needs
- Access for building/installation of water features
- Submission of quotes and invoices

We use the information that you have given us in order to:

- Complete any work that you have contracted us to do

We may share some of this information with:

- Members of staff who need to go on site to build/install the water features

When will we process your personal information:

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject (the person whose personal information we have), or a competent person (where the data subject is a child) **consents** to the processing. Kindly note that you have the right to withdraw your consent;
- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an **obligation** imposed by law on the business;
- The processing protects a **legitimate** interest of the data subject;

- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.
- **How we store your personal information:**

Your information is securely stored:

- On our computer which are password protected
- Any hard copies of any information are kept in files in a secured room with a burglar alarm
- Completed work schedules are shredded

We keep your information indefinitely as many clients require us to service and maintain their features after completion. Should the client not wish us to keep their information this is then deleted from the computer data base and any hard copy is shredded and disposed of.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to at liquiddesign@mweb.co.za
- You may also request Liquid Design to correct or supplement any of your personal data which Liquid Design will undertake as soon as practicable.
- Request the destruction of your personal data. We will consider your request in light of any other laws or regulations prohibiting Liquid Design from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at liquiddesign@mweb.co.za if you wish to make a request.

Contact details:

Name: Ursula Evans – Office Manager
Address: 186 Long Road, Newlands, Randburg, 2092, Gauteng
Phone Number: +2711 477 0298
E-mail: liquiddesign@mweb.co.za

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at liquiddesign@mweb.co.za. We will attend to complaints and administer the complaints.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street
Forum III, 3rd Floor Braampark
P.O Box 31533
Braamfontein, Johannesburg, 2017 **Complaints** email: complaints.IR@justice.gov.za