
CASTAWAY POLYMER CASTINGS (PTY) LTD**REGISTRATION NUMBER 1998/015417/07**

("The Company" or "CPC")

DIGITAL PLATFORM PRIVACY POLICY

Version 2025.01

Disclaimer: Older versions of this policy are superseded and are not deemed official. Only the latest version is acceptable.

This policy describes how we process the information we collect or directly receive from you.

1. INFORMATION WE COLLECT AND RECEIVE

We collect and receive information about you in the following ways:

1.1. Information you give us

This includes any information that you provide to us directly:

- when you sign up to utilize our services (Websites, Applications etc.);
- by filling in forms on our websites, or those provided to you;
- when you enter a competition, promotion, donations or complete a survey;
- by posting comments or content on our social media pages; or
- when you contact us or we contact you and you provide information directly to us.

1.2. What personal information we collect

- When you register to use our services, you could be required to provide us with the following information, your
 - name and surname;
 - contact number;
 - email address;
 - physical address;
 - identity or passport number; and
 - date of birth.

- When you opt to “Create a Company Account”
 - Documents relating to the company;
 - Company Registration;
 - Proxy/Company Resolution documentation;
 - Company Administrator contact details;
 - and the Legal address.

1.3. Information we collect or receive when you use our Digital Platforms

We collect information when you use websites or social media platforms by using cookies, web beacons and other technologies (refer to our External Privacy Statement and Cookie Policy). Depending on how you access and use websites, we may receive:

- Log information;
- Information we infer about you based on your interaction with products and services;
- Device information (for example the type of device you're using, how you access platforms, your browser or operating system and your Internet Protocol ("IP") address);
- Location information.

1.4. Information from third-party sources

We may receive additional information about you that is publicly or commercially available and combine that with the information we have collected or received about you in other ways.

2. HOW WE USE THE INFORMATION WE COLLECT AND RECEIVE

We use the information we collect and receive for the following general purposes:

- to provide you with information, products or services you request from us;
- in order to refer you to an appropriate third-party service provider;
- to communicate with you;
- to provide you with support; and
- to provide effective advertising (for example to provide you with news, special offers and general information about other goods, services and events which we offer, that are similar to those that you have already hired or enquired about).

3. HOW WE SHARE THE INFORMATION WE COLLECT AND RECEIVE

- We don't sell your personal information to third parties for their marketing purposes.
- We may share information with:
 - our affiliates, in other words, other companies in our group;
 - we may disclose your personal information to a limited number of our employees and third-party service providers (other than those whom we refer you to), whom we assist you to interact with;
 - our business partners;
 - other parties in response to legal process or when necessary to conduct or protect our legal rights;
 - companies that provide services to us or act on our behalf may have access to information about you. These companies are limited in their ability to use information they receive in the course of providing services to us or you; and
 - third parties where you provide consent. In some cases, third parties (often advertisers) may wish to attain information about you to promote their products and services, or for whatever other reason.
 - We may share information with third parties where you provide consent in the form of an explicit opt-in. Before we ask you to opt in, we will endeavour to provide you with a clear description of what data would be shared with the third party.

While we will do our best to safeguard your privacy when sharing your information with a third party, we cannot guarantee the security of your data beyond our control. It's crucial to examine the third party's privacy policies before granting permission for us to share your information.

4. YOUR RIGHTS

- 4.1. You have the right to opt out of receiving marketing communications from us at any time. You can exercise this right by using any of the opt-out options provided in our communications. While we respect your request to stop sending marketing messages, we will still need to send you essential service-related messages.
- 4.2. We use cookies on our websites. You can choose to block cookies by changing your browser settings, please refer to our Cookie Policy which is accessible via our corporate website.

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- 4.3. We strive to maintain accurate and up-to-date information about you. If you believe that your personal information is incorrect, you can request that we correct or delete it, please refer to our PAIA manual which is accessible via our corporate website.

5. RETENTION OF DATA

We will retain your personal information only for as long as is necessary for the purposes set out in this privacy policy or to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

Please refer to our External Privacy Statement which is accessible via our corporate website.

6. OUR COMMITMENT TO SECURITY

The security of your data is important to us. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee absolute security. However, we employ safeguards to mitigate the risk of unauthorized access or disclosure of your information.

We will do our best to protect your personal information and use up-to-date technology to help us. We will always comply with our obligations under applicable law

7. TRANSFER OF DATA

- We are based in and operate from South Africa. Your information, including personal information, may be transferred to and maintained on servers located outside of your country of residence, where the data privacy laws, regulations and standards, may not be equivalent to the laws in your country of residence.
- Your use of our website, followed by your submission of information to us, represents your consent to such transfer.
- We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Please refer to our External Privacy Statement which is accessible via our corporate

website.

8. LINKS TO OTHER WEBSITES

Our website or social media platforms may contain links to and from websites, mobile applications or services of third parties, advertisers or affiliates. Please note that we are not responsible for the privacy practices of such other parties and advise you to read the privacy statements of each website you visit which collects personal information.

9. CHANGES TO THIS PRIVACY POLICY

We may update this privacy policy from time to time. Any changes that we may make to our privacy policy will be posted on our website and will be effective from the date of posting.

10. ACCESS TO YOUR PERSONAL INFORMATION

10.1 You may at any time request:

- confirmation that we hold your personal information;
- access to your personal information;
- the identities or categories of third parties to whom we have disclosed your personal information; or
- that we correct or delete any personal information that is incomplete, misleading, inaccurate, excessive or out of date.

10.2 Please refer to our External Privacy Statement and PAIA manual which is accessible via our corporate website: <https://castaway.co.za/policy-centre/>