

Dear Valued Customer/Supplier of Pilot Pen SA (Pty) Ltd

Pilot Pen SA (Pty) Ltd is committed to protecting your privacy and to ensure that your personal information is collected and used appropriately, lawfully and transparently in compliance with the local and international privacy regulations, such as the Protection of Personal Information Act (POPIA) and the Regulations published under the Protection of Personal Information Act no 4 of 2013 (POPIA Regulations).

The act regulates the processing of personal information.

- Processing can be defined as collecting, storing, retrieving, looking at, printing, displaying, archiving, changing, sharing, merging, organising, transmitting via the internet or e-mailing personal information.
- Personal Information (or PI) can be defined as any information relating to an identifiable, living natural person or juristic person.

Compliance with the POPIA is mandatory for all organisations within South Africa. It has been established to protect consumer's rights in that it is illegal to collect, store or distribute personal information, whether willingly or not, unless it is done in accordance with the regulations set out in the Act.

Pilot Pen SA (Pty) Ltd takes the security of your personal information seriously. We make every effort to protect your personal and business information. In order for our services to be provided to you as our client, or for us to have services provided to us by you as our supplier, it is necessary for us to process and store your information which included (but is not limited to), your name, address, contact details, registration numbers, bank details and financial information. We take every effort to protect your information from misuse, interference, loss disclosure and unauthorised access. All information is held in a secure system with strictly controlled access by authorised Pilot Pen SA (Pty) Ltd personnel.

As a client /Supplier of Pilot Pen SA (Pty) Ltd:

- You understand and agree that Pilot Pen SA (Pty) Ltd needs to collect, record, use and store your personnel or business information and you give consent for this.
- You agree that the information obtained has been supplied directly by yourself or an appointed representative and has not been obtained under duress.
- You agree that the information that has been obtained is mandatory for the purposes of Pilot Pen SA (Pty) Ltd providing service or have a service provided to Pilot Pen SA (Pty) Ltd.

In terms of Section 11(3) of the Act, you have the right to object to the company's processing of your PI. Should you wish to do so, we kindly request that you lodge your complaint with the Deputy Information Officer via email to Steven Groenewold via email on [steven@pilotpensa.co.za](mailto:steven@pilotpensa.co.za).

Thank you for your co-operation and we look forward to continuing our relationship with you.



Kind Regards,  
Steven Groenewold  
Managing Director  
Pilot Pen SA (Pty) Ltd.