



Compliance Statement – Tegg's Granite

Effective Date: 2013

Jurisdiction: Republic of South Africa

1. Introduction

Tegg's Granite is committed to protecting your personal information and ensuring transparency following the **Protection of Personal Information Act (POPIA), Act 4 of 2013**, and the **Promotion of Access to Information Act (PAIA), Act 2 of 2000**. This Compliance Statement outlines how we collect, use, safeguard, and provide access to information.

2. Information We Collect

We may collect and process:

- Identification details (name, surname, ID number if required).
- Contact details (phone, email, physical address).
- Financial details (payment information).
- Customer records (quotes, contracts, communications).
- Website usage data (IP address, browser type, analytics).

3. Lawful Processing Grounds (POPIA)

We process personal information only when:

- You have given **consent**.
- It is necessary to perform a contract.
- It is required by law.
- It is necessary for legitimate business interests, without infringing your rights.

4. Purpose of Processing

Your information is used to:

- Provide quotations, products, and services.
- Communicate regarding orders, deliveries, and support.
- Improve our services and website.
- Send marketing communications (with consent).
- Comply with legal and tax obligations.

5. Sharing of Information

We do not sell personal information. We may share it only with:

- Service providers (couriers, payment processors).



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- Regulatory authorities when required by law.
- Business partners where you have consented.

6. Data Security

We implement reasonable safeguards to protect personal information against loss, misuse, unauthorized access, or disclosure, in line with POPIA.

7. Your Rights Under POPIA

You have the right to:

- Access personal information we hold about you.
- Request corrections or updates.
- Request deletion where legally permissible.
- Object to processing for direct marketing.
- Withdraw consent at any time.

8. PAIA Manual – Access to Records

In compliance with PAIA, individuals may request access to records held by Tegg's Granite.

Categories of Records:

- Company registration and statutory records.
- Financial records (invoices, receipts, tax).
- Customer records (quotes, contracts, communications).
- Employee records (HR, payroll).
- Marketing and operational records.

Access Procedure:

- Requests must be submitted in writing using the prescribed PAIA Form C.
- Requests should be directed to the Information Officer (details below).
- Access will be granted only where permitted by law, subject to fees and exemptions.

Grounds for Refusal:

Access may be refused if disclosure would:

- Unreasonably reveal personal information of third parties.
- Harm commercial or confidential information.
- Be prohibited by law or subject to privilege.

Fees:

Request and reproduction fees may apply, as per PAIA regulations.



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9. Retention of Data

We retain personal information only as long as necessary to fulfill the purposes outlined above or as required by law.

10. Changes to This Statement

We may update this Compliance Statement to remain aligned with POPIA and PAIA. Updates will be published on our website with the revised effective date.

11. Contact Us

Information Officer – Heather van Wyk – Tegg's Granite  Email: teggfinance@gmail.com  Phone: 083 635 4311  Address: 23 Pentrich Road, PMB, 3201.