



RCL FOODS PRIVACY NOTICE FOR THIRD PARTIES including Job Applicants, Consumers, Customers, Service Providers, Vendors, Suppliers, Visitors

We are committed to protecting your privacy when you visit our [website](#), complete forms online, interact with us as a customer or as a supplier, vendor or service provider, apply for a vacancy or visit any of our premises.

This notice explains how we collect, use, share, and safeguard your personal information, what your rights are and how to exercise them. This notice may change, but we will update the date below when it does.

1. WHAT PERSONAL INFORMATION WE COLLECT AND USE

We collect and process your personal information in the following ways:

1.1. When you visit our website

We use analytics tools to understand how users interact with our website (e.g., most-visited pages, time spent, traffic sources). We do not use these tools to personally identify visitors. This information is aggregated and anonymised for performance improvements.



Any personal information we collect through your visit to our website is because you voluntarily provide us with the information.

1.2. When you click on a 'contact us' link

We ask you to complete your name, email address, phone number, and business name, and have pre-populated drop-down lists under 'nature of query' where you choose the purpose for your communication and under 'Province' where you choose the province you are located in. We also ask that you enter your message to provide us with details about your query.

All fields in this form are compulsory except your business name and what you add to the message field, which are voluntary.

1.3. When you click on external links on our website

Links on our website are provided solely for your convenience. Just because a website is linked does not mean we endorse it.

We do not control the content of linked websites or pages, and we are not liable for any issues that arise, whether directly or indirectly, from the content, use, or inability to use or access any of these linked websites or their links.

1.4. When you apply for a job vacancy

1.4.1. via the website

We will collect personal information from you in the online fields of your profile that you complete, depending on whether you just create an account to browse, or to apply for a vacancy. We will collect this information either to consider your application for the relevant vacancy, compliance and reporting purposes or to communicate with you.

To apply for a vacancy, you first have to sign up for an account.

1.4.1.1. When you sign up for an account

At the sign-up process, you can choose to either sign up with Google, Facebook, LinkedIn or email. We will then collect the following personal information:

- email address; and
- password (and ask you to confirm it by repeating it in the next field).



After your account is created, we will collect additional information to complete the sign-up process, such as your:

- mobile number;
- messaging preference;
- name and surname;
- South African citizenship status;
- identity number; and
- passport number (optional).

After your account is created and you have signed up successfully, you can verify your email or mobile number, manage your profile by adding your personal information to the relevant fields or deactivate or delete your account.

The profile you create will be reviewed when you apply for a vacancy, so completing it thoroughly improves your chances. None of the following fields need to be completed unless you want to apply for a position, so depending on the fields that you complete, we might collect the following personal information from you:

- full names;
- nationality;
- passport number (optional);
- contact details;
- province and country;
- gender;
- race;
- disability status and nature of disability;
- highest qualification completed;
- driver's license status and type;
- work experience (company name, country of employment, job title, status of employment, employment start date, current work status, employment end date)



and notice period, achievements, responsibilities and reason for leaving or wanting to leave); and

- educational qualifications.

We may also require you to upload certain documents as attachments. This may include certified copies of your identity document, CV, full academic transcripts, proof of qualifications, work permit, passport or visa.

1.4.1.2. When you want to receive alerts for vacancies

You can also choose to receive alerts for certain categories of vacancies by choosing either sms or email for each alert you want to receive. You can make this preference by going to "Settings Alerts", and choosing the category and how you want to receive the alert.

You can opt out of these alerts at any time by going to "Managing alerts" and either unselecting a particular alert, changing the method of communication or going to "Remove all alerts" to remove all the alerts you previously added.

1.4.2. Via email, or in hardcopy

We will collect personal information from you that appears in your CV, and any documents you provide along with it.

1.4.3. When we consider your application

When you submit your application, we may request and collect additional personal information or conduct verification checks to verify your qualification, citizenship or criminal history.

1.5. When you click on 'get involved' with the Do More Foundation

You may choose to support the Do More Foundation, which is part of our social impact initiatives. You can make a donation, volunteer, or sign up for projects or newsletters, make a purchase from the Do More Shop, or click to sign up for the MySchool card.

Although this is part of our social impact initiatives, we do not collect your personal information directly. When you click on any of these links, you are no longer on our website. Please read [1.3](#) above when clicking on external links from our website.

1.6. When you enter competitions or promotional campaigns

We sometimes run competitions, promotional campaigns, or brand-related prize draws. To participate, we may ask you to provide personal information such as your full name,



contact details, age or date of birth, and in some cases, supporting documents (for example, proof of identity to verify eligibility or banking details to process prize payments).

We collect this information to:

- register and process your entry into the competition or promotion;
- communicate with you about your participation;
- verify your eligibility and identity;
- contact you if you are a winner and arrange for prize delivery or fulfilment; and
- comply with legal and regulatory requirements relating to promotional competitions.

Where we wish to use your entry, images, or other submitted material for publicity or marketing purposes, we will make this clear in the competition terms and conditions.

1.7. When you send a complaint or query

When you engage with us about any of our products, whether to complain or query something, we will collect your name, email address and phone number to enable us to engage with you.

We may also collect your identity number in order to verify you, your physical address if we need to collect something from you, or deliver something to you, and your bank details if it becomes necessary to process a payment.

All personal information collected for these purposes is used only to process the reason that you engaged with us.

1.8. When you are our customer

When you engage with us as a customer, we collect and process your personal information to establish and manage our business relationship with you.

You are onboarded through our service provider's platform, which collects your information on our behalf to perform credit and reference checks and to comply with FICA and other regulatory requirements. For certain customers, based on account value, a credit insurer, may conduct additional assessments at any time during the relationship.

Once approved, your information is loaded onto our master data system so that we can:



- create and maintain your customer account;
- process and deliver orders;
- issue invoices and statements;
- allocate and reconcile payments;
- process rebates and credits; and
- manage communication and support related to your account.

We may also verify your banking details and other identifiers to prevent fraud and ensure correct payment processing. All personal information collected for these purposes is used only to manage our relationship with you and to meet our legal and contractual obligations.

1.8.1. When you apply for credit facilities

You may request to open an account for the supply of goods on credit by completing an application for credit facilities form. We will collect the following personal information from you during this process:

- Company details;
- Trading terms;
- Contact details;
- Address details;
- Annual turnover;
- Banking details;
- Director details;
- Trade references;
- Holding company details;
- Subsidiary or associate company details;
- Auditor or mortgagee details;
- Bond and lease details; or
- Liquidation or sequestration details.



1.9. When you are a vendor, service provider or supplier

When you engage with us as a vendor, supplier, or service provider, we collect and process your personal information to assess, onboard, and manage our relationship with you as a service provider. You will be required to complete a "Supplier information new vendor application form" and provide supporting documentation. When you complete this form, we will collect:

- Registered or official name and trading name;
- Registration and VAT number;
- BBBEE status rating and certificate expiry date;
- Contact details;
- Name and details of owner, partners, directors, members or trustees;
- Banking details;

And supporting documents, which may include:

- Registration documents for businesses or identity documents for Sole Proprietors;
- VAT registration certificate (If not VAT registered, a letter on company letterhead stating not VAT registered);
- Tax clearance certificate;
- Credit application (if applicable);
- Stamped bank letter (not older than 3 months);
- BBBEE status certificate or affidavit; or
- Price lists.

We collect this information to perform FICA and other compliance checks, conduct reference checks where appropriate, verify banking details for payment purposes, and load your details onto our system so that we can place orders, make payments, and manage the supplier relationship. All personal information is processed in line with the "Standard terms and conditions for the supply of goods and services" attached to the application form, and only for purposes necessary to perform our contractual obligations and comply with applicable laws.



1.10. Visting any of our premises

If you visit any of our offices or sites to deliver goods, provide services, attend meetings, or for any other reason, we may process personal information (such as your name, contact details, vehicle registration, and, where applicable, biometric information) for security, access control, and health and safety purposes.

Our premises are monitored by cameras (CCTV), and the footage is used to prevent and investigate crime, and to help ensure the safety and security of people and property on our premises.

2. HOW WE SHARE YOUR PERSONAL INFORMATION

We may share your personal information with trusted third-party service providers who help us to:

- communicate with you;
- manage payments, competitions, promotions, or assist with our initiatives;
- manage and improve online services and platforms;
- process applications, forms, or requests; or
- maintain website infrastructure and security.

We only share the personal information necessary for the specific purpose. All service providers are contractually obligated to safeguard your personal information and use it only for the purpose for which we provide it to them, whether or not they are in South Africa.

3. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We will only keep your personal information for as long as necessary to fulfil the purpose for which it was collected. We may keep it longer if necessary to comply with legal or regulatory requirements. When it is no longer needed, we will delete or de-identify your personal information securely.



4. HOW WE KEEP YOUR PERSONAL INFORMATION SECURE

We have reasonable security measures in place to protect your personal information from being:

- lost;
- used in the wrong way or for the wrong reason;
- accessed without permission; or
- accidentally changed or destroyed;

If any of the above occurs, it is called a **breach**.

If there is a breach, we will notify you and provide steps to protect yourself. You can also report suspected breaches to us directly by sending an email to:

POPIA@rclfoods.com

The more sensitive the information is, the better we protect it. Although we cannot guarantee that we will never experience a breach, we check our systems regularly for security issues. If something does happen, we have taken steps to minimise the threat to your privacy.

5. YOUR RIGHTS AND PREFERENCES

You have the right to:

- ask what personal information we hold about you;
- request details about who we have shared your information with;
- ask us to correct or delete inaccurate or outdated information;
- opt out of receiving marketing communications;
- object to how we use your personal information;
- withdraw your consent;
- request human review of automated decisions affecting you, express your view and ask us to explain the decision; and
- complain to the Information Regulator (using the portal available at **<https://inforegulator.org.za/complaints/>** or by submitting **Form 5** to **POPIAComplaints@inforegulator.org.za**).



Please note that responding to your request may take up to 21 days. We may ask for proof of identity and address to verify your details so we can process your request.

6. HOW TO CONTACT US

If you have any questions or concerns about how we process your personal information, please get in touch with our Information Officer at:

Deena Naicker

POPIA@rclfoods.com

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