

Pragma Group | A privacy notice for suppliers, vendors, contractors and partners

This notice was last updated on 07/07/2022.

This privacy notice tells you how we collect, use and disclose your personal information when you provide products and services to Pragma.

This notice may change, but we will let you know if it does.

POPIA/GDPR-001 Vendor PN

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1.0	07/07/2022	First Issue	Nocvon and Pragma
1.1	08/03/2023	Update PAIA manual link and Information Regulator Website link	Steercom
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1. We are the Pragma Group

The Pragma Group consists of the companies listed in our Pragma Group Profile document, which can be found in the 'About us' section on our website:

[About Pragma - Enterprise Asset Management \(pragmaworld.net\)](http://pragmaworld.net)

2. Information we collect and how we collect it

When you register on our website and/or respond to a request for information and/or respond to a request for a quotation and/or register for and participate in our contractor accreditation process, and/or when you participate in any contractor assurance process, we collect personal information directly from you to allow us to select the best service provider for the job.

When you sign a non-disclosure agreement or a services agreement, we collect and use the information to meet our contractual obligations with you.

When you contact us, we'll use your contact information and the content of your message to respond appropriately and manage our relationship.

If you're a contractor and use our HSSE Logger, we'll use that information to comply with health and safety regulations.

3. We share your personal information with our trusted suppliers and other companies in the Pragma Group

When you share your personal information with us, you share that information with all companies in the Pragma Group.

We store personal information in South Africa and the Netherlands.

We use suppliers, service providers and contractors that we trust, to help us run our business. They have agreed to keep your personal information secure and confidential and only use your personal information for the purposes that we shared it with them.

Some of the service providers and contractors we use may be located in countries outside South Africa and the European Union. These countries may not have the same levels of protection of personal information as South Africa and the European Union. In this case, those service providers and contractors must undertake to protect your personal information to the same level that we do.

Sometimes the law requires that we share your personal information, for instance, to comply with tax and employment laws.

4. We do not keep your information longer than we must

We must keep your personal information for as long as we have a relationship with you and for seven years thereafter.

We will only keep your information for as long as we must for operational reasons, or for as long as the law requires.

5. We have taken reasonable steps to minimise the impact of a breach

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

- being lost;
- being used in the wrong way or for the wrong reason;
- being accessed without authorisation;
- being changed; and
- being destroyed.

The more sensitive the information is, the better we protect it.

However, no system is perfect, and we cannot guarantee that we will never experience a breach of any of our physical, technical, or managerial safeguards, that is why we check our systems regularly for security issues.

If something should happen, we have taken steps to minimise the threat to your privacy, and we will let you know if your personal information has been compromised. We will also let you know how you can help minimise the impact of the breach.

If you suspect that we (or you) have had a security breach, please let us know immediately by sending an email to: cybersecurity@pragmaworld.net

Please include as much information as you can about what has happened.

6. Your rights and preferences

You have the right to:

- ask what we know about you;

- ask what personal information we sent to our suppliers, service providers, or anyone else;
- ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- unsubscribe from any direct marketing we may send you;
- object to our use of your personal information;
- ask us to restrict our processing of your personal information; and
- reuse your personal information for your own purposes across different services, also known as the right to data portability.

It can take us up to 21 days to respond to your request because there are procedures that we must follow. In some instances, we may ask you for proof of your identity or a valid proof of residence.

If you live in the European Union, you have the right to complain to a supervisory authority in the Member State where you live or work, or where a data protection law infringement occurred. If you live in South Africa, you have the right to complain to the [Information Regulator \(infoeregulator.org.za\)](https://infoeregulator.org.za)

7. Contact us

If you have any questions, please get in touch with us at:

Information.officer@pragmaworld.net

Our information officers are listed in our PAIA manual on our website. [PAIA-Manual.pdf \(pragmaworld.net\)](#)

For notification of an information breach, as mentioned in paragraph 5, please contact:

cybersecurity@pragmaworld.net