



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

PRIVACY POLICY

Document :PRIVACY POLICY

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Document Owner: Information Officer

Approved By: Managing Director

Classification: Public

1. PURPOSE

Gastec Auto (Pty) Ltd ("Gastec Auto", "the Company", "we", "our", or "us") is committed to protecting the privacy, confidentiality, integrity, and security of all Personal Information processed during the course of our business.

This Privacy Policy explains how we collect, use, process, store, disclose, retain, and protect Personal Information in accordance with:

- The Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA");
- The Promotion of Access to Information Act, 2000 ("PAIA");
- Applicable South African legislation; and
- Gastec Auto's Code of Conduct, Ethics, Quality & Compliance Policy.

By using our website, contacting us, requesting a quotation, booking a service, or engaging with Gastec Auto, you acknowledge that you have read and understood this Privacy Policy and consent to the processing of your Personal Information where consent is required by law.

2. COMPANY INFORMATION

Company Name

Gastec Auto (Pty) Ltd

Registration Number

2020/189252/07

Physical & Postal Address

14 Pieter Uys Avenue

Alberton

1450

Telephone

082 849 2759

060 550 6063



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Contact number: 082 849 2759
Email: admin@gastecauto.co.za

Email
admin@gastecauto.co.za

Website
www.gastecauto.co.za

Information Officer
Natasha Fourie

Email
admin@gastecauto.co.za

3. OUR COMMITMENT

Gastec Auto is committed to conducting business with integrity, honesty, professionalism, transparency, fairness, accountability, and respect for the privacy of every individual.

We process Personal Information responsibly, lawfully, and only where necessary to:

- Provide our automotive services;
- Fulfil contractual obligations;
- Comply with applicable legislation;
- Protect our legitimate business interests; and
- Improve the quality and efficiency of our services.

4. PERSONAL INFORMATION WE COLLECT

Depending on your interaction with us, we may collect and process the following Personal Information.

4.1 Customer Information

- Full names
- Identity number (where required)
- Telephone numbers
- Email addresses
- Physical and postal addresses
- Company information
- Vehicle registration number
- Vehicle Identification Number (VIN)



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- Vehicle make and model
- Odometer readings
- Service history
- Diagnostic reports
- Inspection reports
- Job cards
- Quotations
- Invoices
- Warranty information
- Insurance details
- Payment information
- Customer correspondence

4.2 Employee Information

- Identity documents
- Contact details
- Banking information
- Payroll records
- Employment contracts
- Qualifications
- Medical certificates (where required)
- Leave records
- Emergency contact information

4.3 Supplier & Contractor Information

- Company registration details
- Contact persons
- Banking details
- Tax information
- Supplier agreements
- Quotations and invoices



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4.4 Website Information

When visiting our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Website usage statistics
- Cookies
- Date and time of visits
- Pages visited

4.5 Special Personal Information

Gastec Auto does not intentionally collect Special Personal Information unless:

- Required by law;
- Necessary for employment obligations;
- Necessary to establish, exercise, or defend legal rights; or
- Consent has been obtained.

5. HOW WE COLLECT INFORMATION

Personal Information may be collected when you:

- Visit our workshop;
 - Request a quotation;
 - Book a vehicle repair or service;
 - Complete a website contact form;
 - Contact us by telephone or email;
 - Communicate through social media;
 - Apply for employment;
 - Enter into supplier agreements;
 - Purchase goods or services from us; or
 - Provide information required to diagnose or repair your vehicle.
-



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6. PURPOSE OF PROCESSING PERSONAL INFORMATION

We process Personal Information for legitimate business purposes, including:

- Booking vehicle repairs and services;
- Diagnosing vehicle faults;
- Performing mechanical repairs;
- Preparing quotations, job cards, invoices, and reports;
- Ordering vehicle parts;
- Warranty administration;
- Insurance and fleet management requirements;
- Customer communication and service updates;
- Supplier management and procurement;
- Employee administration and payroll;
- Occupational Health and Safety compliance;
- Legal and regulatory compliance;
- Financial administration and accounting;
- Record keeping and audit purposes;
- Fraud prevention and risk management;
- Website enquiries and customer support; and
- Quality assurance and continuous improvement.

7. LEGAL BASIS FOR PROCESSING

We process Personal Information where:

- You have provided consent;
 - Processing is necessary to perform a contract;
 - Processing is required by law;
 - Processing protects your legitimate interests;
 - Processing is necessary for our legitimate business interests; or
 - Processing is required to establish, exercise, or defend legal rights.
-



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8. DISCLOSURE OF PERSONAL INFORMATION

We respect your privacy and do not sell, rent, or trade Personal Information.

Where necessary, Personal Information may be shared with authorised third parties, including:

- Vehicle manufacturers;
- Parts suppliers;
- Fleet management companies;
- Insurance companies;
- Banks and payment providers;
- Auditors;
- Accountants;
- Legal advisers;
- IT and cloud service providers;
- Government departments;
- SARS;
- Law enforcement agencies where legally required.

All third parties are expected to maintain appropriate confidentiality and security standards.

9. INFORMATION SECURITY

Gastec Auto implements appropriate technical, administrative, and physical safeguards to protect Personal Information against loss, theft, unauthorised access, disclosure, alteration, or destruction.

These safeguards include:

- Password-protected systems;
- Secure cloud and local data storage;
- Firewalls and anti-virus protection;
- Secure email systems;
- Restricted employee access;
- Locked filing cabinets;
- CCTV monitoring where applicable;
- Confidential waste disposal;



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- Confidentiality agreements;
- Regular system backups;
- Cybersecurity awareness training.

Security Breaches

If a Personal Information security breach occurs, Gastec Auto will investigate the incident and notify affected individuals and the Information Regulator where required by POPIA.

10. CROSS-BORDER TRANSFERS

Personal Information is generally processed within South Africa.

Should Personal Information be transferred outside South Africa, Gastec Auto will ensure that:

- The recipient country provides adequate protection;
- Appropriate contractual safeguards are implemented;
- Consent has been obtained where required; or
- The transfer is otherwise permitted by POPIA.

11. RETENTION OF PERSONAL INFORMATION

Personal Information will only be retained for as long as reasonably necessary to:

- Complete vehicle repairs;
- Maintain service history;
- Comply with tax, labour, and other legal obligations;
- Resolve disputes;
- Defend legal claims;
- Meet warranty obligations; and
- Support legitimate business operations.

Retention periods are governed by our Records Management Policy, Records Retention Schedule, and PAIA Manual.

12. DESTRUCTION OF PERSONAL INFORMATION

When Personal Information is no longer required, records will be securely destroyed by:

- Shredding paper records;



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- Permanently deleting electronic records;
- Secure destruction of storage media; and
- Confidential disposal through authorised service providers where applicable.

13. YOUR RIGHTS

Subject to POPIA and other applicable legislation, you have the right to:

- Request access to your Personal Information;
- Request correction of inaccurate information;
- Request deletion where legally permissible;
- Object to certain processing activities;
- Withdraw consent where applicable;
- Request information about how your Personal Information is processed;
- Lodge a complaint with the Information Regulator; and
- Submit a request in accordance with Gastec Auto's PAIA Manual.

Requests should be submitted to the Information Officer.

14. COOKIES

Our website may use cookies and similar technologies to:

- Improve website performance;
- Remember your preferences;
- Analyse website traffic;
- Enhance user experience; and
- Support website functionality.

You may disable cookies through your browser settings; however, some website features may not function correctly.

15. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites.



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Gastec Auto is not responsible for the privacy practices, content, or security of external websites. Users are encouraged to review the privacy policies of those websites before providing Personal Information.

16. CHANGES TO THIS POLICY

This Privacy Policy may be amended from time to time to reflect changes in legislation, business operations, or technology.

The latest version will always be available on our website.

17. CONTACT DETAILS

For any questions, requests, or complaints regarding this Privacy Policy or the processing of your Personal Information, please contact:

Information Officer
Natasha Fourie

Company
Gastec Auto (Pty) Ltd

Address
14 Pieter Uys Avenue
Alberton, 1450

Telephone
082 849 2759
060 550 6063

Email
admin@gastecauto.co.za

18. INFORMATION REGULATOR

If you believe that Gastec Auto has not processed your Personal Information in accordance with POPIA, you may first contact our Information Officer to allow us an opportunity to resolve your concern.

If the matter remains unresolved, you may lodge a complaint with the Information Regulator (South Africa).

ACKNOWLEDGEMENT



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By accessing or using the Gastec Auto website, requesting a quotation, booking a service, or otherwise providing Personal Information to Gastec Auto (Pty) Ltd, you acknowledge that you have read and understood this Privacy Policy and agree to the processing of your Personal Information in accordance with POPIA, PAIA, and applicable South African legislation.