

CUSTOMER PRIVACY NOTICE

Taggart's Plumbing CC recognises that one of its fundamental responsibilities is to ensure that it protects Personal Information entrusted to it by its customers.

This is critical for the maintenance of Taggart's Plumbing's reputation and for complying with its legal and regulatory obligations to protect the Taggart's Plumbing's customer information. Taggart's Plumbing also follows a transparent policy to handle personal information of its customers.

In this policy, personal information means any information that relates to a natural person, which either directly or indirectly, in combination with other information available or likely to be available with Taggart's Plumbing, is capable of identifying such person (e.g. telephone number, name, address, transaction history, etc)

This Policy is in compliance with the Protection of Personal Information Act, Act 4 of 2013.

APPLICABILITY

Taggart's Plumbing collects three types of information: Personal Information, Sensitive Information and Non-personal Information.

Personal information means any information that relates to a natural person, which either directly or indirectly, in combination with other information available or likely to be available with Taggart's Plumbing, is capable of identifying such person e.g. telephone number, name, address, transaction history, etc.

Sensitive personal information of a person means personal information which consists of information relating to passwords, financial information such as bank account, payment instruction details.

PURPOSE OF COLLECTION AND USAGE OF PERSONAL INFORMATION

Taggart's Plumbing shall use the information collected to manage its business and to:

- Process applications, request and transactions
- Maintain internal records as per regulatory guidelines
- Provide services to customers
- Comply with all applicable laws and regulations

DISCLOSURE/ SHARING OF INFORMATION

Taggart's Plumbing shall not disclose personal information of its customers without their consent unless such a disclosure has been agreed to.

The above obligations relating to sharing personal information shall not apply to information shared with government mandated under law to obtain such information. Further if any personal information is freely available in the public domain, Taggart's Plumbing shall not have any obligations regarding the same.

No specific information about customer accounts or other personally identifiable personal information shall be shared with non-affiliated Third Parties unless any of the following conditions are met:

- To help complete a transaction initiated by the customer.
- To perform support services through an outsourced provided it conforms to the Privacy Policy.
- The customer has authorised it.
- To conform to legal requirements or comply with legal process
- The information is shared with Government agencies mandated under law.
- The information is shared with any Third Party by an order of the law.
- Enforce the terms and conditions of the product or services.
- Act to protect the rights, interests or property of the Taggart's Plumbing or it's members or of other persons.

SECURITY PRACTICES

The security of personal information is a priority and ensured by maintaining physical, electronic and procedural safeguards that meet applicable laws to protect customer information against loss, misuse, damage and unauthorized access, modifications or disclosures. Employees shall be trained in the proper handling of personal information.

CHANGES IN THIS POLICY

Taggart's Plumbing reserves the right to amend, alter and terminate this policy at any time.

INFORMATION OFFICER

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