

## The Maritime Group POPIA Privacy Notice & Statement

### Privacy Notice

As a responsible party under the POPI Act The Maritime Group acknowledges the compliance aspects of The Protection of Personal Information Act (POPIA) and respects the privacy and confidentiality of your personal information.

### Privacy Statement

The protection of your privacy in the processing of your personal information, information relating to a living natural and/or existing juristic person, is an important concern to which we pay special attention during our business processes. Personal information collected will be processed by us in accordance with The Protection of Personal Information Act no.4 of 2013 (POPIA). This Privacy Statement explains the lawful collection, processing, distribution and storage of personal information by the Maritime Motors Group.

### The information we collect

We collect and process your personal information concerning your vehicle transactions - buying, selling, servicing your vehicle and providing parts and products, supplying financial services by offering credit, consulting and assisting with vehicle finance and service and maintenance agreements and other financial products. For this purpose, we will collect personal information. Information relating to a living natural person and / or existing juristic person. The Maritime Group will collect information that is reasonably and lawfully required.

name; gender; age and birth date; contact details; residential and/or business address, registration and driver's license details; other forms of identification used to confirm your identity; credit card and bank account details; other financial information; current and past vehicle information and details.

### Where do we collect your Personal Information?

When contacting or corresponding with us and require support

When attending one of our events

When visiting our dealer to test drive or purchase a vehicle and/or parts, have your vehicle serviced or repaired.

If a product or service is ordered from us

From third party roadside assistance service providers

Via our websites (including our microsites) including:

If you choose to supply the information to us by entering your information into the interactive sections on our websites (for example, enquiry forms, message boards, chat, profile pages, blogs, social networking features and the like). Please be aware that any information you post or disclose on these websites may be available to other site visitors and the general public (depending on the privacy settings you have in place);

If you choose to create a new login or use your existing login or otherwise provide information through our webpages, digital platforms and microsites.

When you attend a (product) focus group, review a product or complete a survey.

If you select any web links or visit any websites where cookies and website tracking is enabled via our Apps or the Apps of other related dealer service provider companies via social media

### Purpose of Use

We will use your personal information for the purpose of technical administration on our webpages and other digital platforms, customer administration, product surveys and marketing, only to the extent necessary in each specific case. If you share Personal information by filling out a registration form, contact form, chat, survey, contest entry or to execute a contract with you – we will

use that information for the designated purposes, purposes of customer management and for purposes of processing and billing and business transactions within the required scope in each instance.

For other purposes (e.g., display of personalized content or advertising based on your usage behaviour), we and, if applicable, selected third parties, use your personal information if and to the extent you give your consent to for us to do so.

In addition, where necessary your information may be retained for legal purposes.

The Maritime Motors Group will use your personal information only for the purposes for which it was collected and agreed with you and as required by the relevant laws as specified below but not limited to.

For example:

To confirm and verify your identity or the identity of the business.

To verify that you are an authorised user for security purposes.

For the detection and prevention of fraud, crime, money laundering, or other malpractice.

To conduct market or customer satisfaction research or for statistical analysis.

For audit and record-keeping purposes.

Rendering financial services.

Servicing of vehicle.

Supplying parts and accessories.

Register your vehicle with the licensing authorities and manufacturer (if required).

Facilitate your finance application for your transaction, including credit vetting.

Fulfil any legal obligation under contract or to act on a legitimate interest, including assessing and processing claims.

Facilitate financial services products, other products, or services with the respective providers, including the collection process of premiums and underwriting.

In connection with legal proceedings.

## Conditions

The Maritime Motors Group, as responsible party will ensure that the 8 conditions as set out in the Act, are met with at the time of determining the purpose and means of processing information.

Accountability

Processing limitation

Purpose Specific

Further processing limitation

Information quality

Openness

Security Safeguard

Data subject participation

## Legal basis of processing

We process personal information under the following circumstances:

Conclusion or performance of a contract.

Necessary for compliance with legislation.

Protecting a legitimate (vital) interest of the data subject.

Protecting a legitimate (vital) interest of our organisation; and

When we have your consent.

## Access to Information

Upon written request, we or our representatives will inform you in writing within reasonable time what personal information is stored by us as defined by applicable law. Should such information be incorrect, we will at your request correct that information for you.

## Direct marketing

Direct marketing involves us communicating directly with you to promote the sale of our goods and services. This can be achieved by an array of methods including for example, by mail, telephone, e-mail or SMS/IM/MMS and potentially by third parties on our behalf. We will obtain your consent prior to using or disclosing your personal information for direct marketing purposes. You have an option to opt out from direct marketing at any time.

## User-based information (targeting and retargeting)

We use so-called targeting and retargeting technologies in order to tailor our online marketing (e.g. banner ads) more specifically to your needs and interests. This involves using cookies to store information about your interest in our products and services. When you visit either our web pages (targeting) or other digital marketing platforms (retargeting) that work together with our retargeting partners, those cookies are read and used to provide you with information that is customized and most closely related to your interests. A so-called cookie-ID pseudonym is stored in the cookies. That means you cannot be easily identified through the process. During the retargeting process, we may also collect information about your interest in the products and services of our retargeting partners. If you do not wish us (and our targeting/retargeting partners) to process information about your visit or to tailor banner advertisements to your interests, you may permanently object to the practice (opt out) at any time. We will comply with your rejection by placing an opt-out cookie in your browser. This cookie will only indicate that you have opted out. Please note that, for technical reasons, an opt-out cookie affects only the browser in which it has been installed. If you do not wish us (and our targeting/retargeting partners) to process information about your visit or to tailor banner advertisements to your interests, you may permanently object to the practice (opt out) at any time. We will comply with your rejection by placing an opt-out cookie in your browser. This cookie will only indicate that you have opted out. Please note that, for technical reasons, an opt-out cookie affects only the browser in which it has been installed.

## Disclosure of information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

It must be noted that in the Motor Industry there are various providers involved in providing vehicle finance, insurance, vehicle repairs, and maintenance. It is often necessary to share your information with third parties to fulfil the contractual obligations in terms of this. We may also disclose your information:

Where we have a duty or a right to disclose in terms of law or industry codes

Where we believe it is necessary to protect our rights.

## Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information remains secure. The Maritime Motors Group uses technical and organizational security measures in order to protect the information we have under our control against accidental or intentional manipulation, loss, destruction and against access by unauthorized persons. Our security procedures are continually enhanced as new technology becomes available.

Our security policies and procedures cover:

Physical security.

Computer and network security.

Access to personal information.

Retention and disposal of information.

Acceptable usage of personal information.

Governance and regulatory issues.

Investigating and reacting to security incidents.

## Rights of the Data Subject

As a data subject, you have the following rights when it comes to your personal information:

Right to have your personal information processed in accordance with the conditions for the lawful processing of personal information.

Right to be notified on why your personal information is collected.

Right to object to the processing of personal information.

Right to institute civil proceedings regarding the alleged interference with the protection of your personal information.

Right to submit a complaint to the Information Regulator regarding the alleged interference with the protection of the personal information of any data subject.

Right to request the information we have on you.

## Deletion of your personal information

We delete your personal information as soon as the purpose for which we have collected and processed the data ceases to apply. Beyond this time period, data storage only takes place to the extent made necessary by the legislation, regulations or other legal provisions to which we are subject to.

## Complaints and enquiries

If you are not happy with how we have handled your personal information please contact us and we will try our best to resolve the matter with you. For security reasons, we request that complaints, requests for access to or correction of personal information or any enquiries or questions concerning privacy matters, are submitted in writing to:

The Responsible Party (Controller) as per the Protection of Personal Information Act No 4 of 2013

THE PROTECTION OF PERSONAL INFORMATION ACT

IR Registration Number: 9189/2021-2022/IRRTT In terms of section 55(2) of the Protection of Personal Information Act 4 of 2013

Linda Claridge  
Information Officer  
Reg. No. 1958/00327407

Reg No. 2007/009405/07

Maritime Motors (Pty.) Ltd.  
Mercedes Benz, Mitsubishi, KIA & Honda  
Passenger Sales, Service & Accounting  
Cnr William Moffet Expwy & Circular Drive  
PO Box 211163  
Gqeberha 6033 South Africa  
Tel. +27 41 399-2800  
Fax. +27 41 399-2920  
Email. [info@mmpe.co.za](mailto:info@mmpe.co.za)

Maritime Motors (Pty) Ltd  
Mercedes Benz  
Commercial Sales Service & parts  
111 Grahamstown Road  
PO Box 211163  
Gqeberha 6033 South Africa  
Tel. +27 41 408-6600  
Fax. +27 41 484-4387  
Email. [info@mmpe.co.za](mailto:info@mmpe.co.za)

Southern Cape Motors (Pty) Ltd  
Honda, Great Wall Motors and Haval  
Sales, Service, Parts & Accounting  
Cnr CJ Langenhoven & Herrie Street  
George 6529 South Africa  
Tel. +27 44 803-7900  
Fax. +27 44 803-7921  
Email: [info@mmpe.co.za](mailto:info@mmpe.co.za)

If your concern is not resolved to your satisfaction, you can contact the Information Regulator:

The Information Regulator (South Africa)  
JD House  
27 Stiemens Street  
Braamfontein,  
Johannesburg  
2001  
P.O Box 31533  
Braamfontein  
Johannesburg 2017  
Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Maritime Motors (Pty) Ltd  
t/a Maritime Motors  
(Reg. No. 1958/003274/07)  
Passenger Cars  
Cnr William Moffett Expressway  
& Circular Drive, PO Box 211163  
Gqeberha, 6033  
Tel +27 (0) 41 399 2800  
Fax +27 (0) 41 399 2920  
[www.maritimemotors.co.za](http://www.maritimemotors.co.za)

Maritime Motors (Pty) Ltd  
t/a Maritime Motors  
(Reg. No. 1958/003274/07)  
Commercial Vehicles  
111 Grahamstown Road  
PO Box 2202  
Gqeberha, 6056  
Tel +27 (0) 41 408 6600  
Fax +27 (0) 41 484 3037  
[www.maritimemotors.co.za](http://www.maritimemotors.co.za)

Maritime Motors (Pty) Ltd  
t/a Autohaus PE  
(Reg. No. 1958/003274/07)  
Used Vehicles  
Cnr William Moffet Expressway  
& Circular Drive, PO Box 211163  
Gqeberha, 6033  
Tel +27 (0) 41 399 2800  
Fax +27(0) 41 399 2920  
[www.autohauspe.co.za](http://www.autohauspe.co.za)

Maritime Motors (Pty) Ltd  
t/a Honda PE  
(Reg. No 1958/003274/07)  
Honda Auto PE  
Cnr William Moffet Expressway  
& Circular Drive, Suite 55,Pvt Box X002  
Gqeberha, 6033  
Tel +27(0) 41 399 2800  
Fax +27(0) 41 399 2920  
[www.hondape.co.za](http://www.hondape.co.za)

Southern Cape Motors (Pty) Ltd  
t/a Honda George  
(Reg. No. 2007/009405/07)  
Honda George  
Cnr CJ Langenhoven & Herrie Streets  
PO Box 2313,  
George 6530  
Tel +27 (0) 44 803 7900  
Fax +27 (0) 44 803 7921  
[www.hondageorge.co.za](http://www.hondageorge.co.za)

The Maritime Group is an Authorised Financial Services Provider FSP Number 45171

Directors\*: NA Stucken\* (Chairman), Wikus Loots (Group Dealer Principal), RA Kirsten\*, NE Pityana\*, DP Stucken\*, JP Stucken\*

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name; gender; age and birth date; contact details; residential and/or business address, registration and driver's license details; other forms of identification used to confirm your identity; credit card and bank account details; other financial information; current and past vehicle information and details.

### Where do we collect your Personal Information?

When contacting or corresponding with us and require support

When attending one of our events

When visiting our dealer to test drive or purchase a vehicle and/or parts, have your vehicle serviced or repaired.

If a product or service is ordered from us

From third party roadside assistance service providers

Via our websites (including our microsites) including:

If you choose to supply the information to us by entering your information into the interactive sections on our websites (for example, enquiry forms, message boards, chat, profile pages, blogs, social networking features and the like). Please be aware that any information you post or disclose on these websites may be available to other site visitors and the general public (depending on the privacy settings you have in place);

If you choose to create a new login or use your existing login or otherwise provide information through our webpages, digital platforms and microsites.

When you attend a (product) focus group, review a product or complete a survey.

If you select any web links or visit any websites where cookies and website tracking is enabled via our Apps or the Apps of other related dealer service provider companies via social media

### Purpose of Use

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For example:

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To verify that you are an authorised user for security purposes.

For the detection and prevention of fraud, crime, money laundering, or other malpractice.

To conduct market or customer satisfaction research or for statistical analysis.

For audit and record-keeping purposes.

Rendering financial services.

Servicing of vehicle.

Supplying parts and accessories.

Register your vehicle with the licensing authorities and manufacturer (if required).

Facilitate your finance application for your transaction, including credit vetting.

Fulfil any legal obligation under contract or to act on a legitimate interest, including assessing and processing claims.

Facilitate financial services products, other products, or services with the respective providers, including the collection process of premiums and underwriting.

In connection with legal proceedings.

## Conditions

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Access to personal information.

Retention and disposal of information.

Acceptable usage of personal information.

Governance and regulatory issues.

Investigating and reacting to security incidents.

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Right to be notified on why your personal information is collected.

Right to object to the processing of personal information.

Right to institute civil proceedings regarding the alleged interference with the protection of your personal information.

Right to submit a complaint to the Information Regulator regarding the alleged interference with the protection of the personal information of any data subject.

Right to request the information we have on you.

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THE PROTECTION OF PERSONAL INFORMATION ACT

IR Registration Number: 9189/2021-2022/IRRTT In terms of section 55(2) of the Protection of Personal Information Act 4 of 2013

Linda Claridge

Information Officer

Reg. No. 1958/00327407

Reg No. 2007/009405/07

Maritime Motors (Pty.) Ltd.

Mercedes Benz, Mitsubishi, KIA & Honda

Passenger Sales, Service & Accounting

Cnr William Moffet Expwy & Circular Drive

PO Box 211163

Gqeberha 6033 South Africa

Tel. +27 41 399-2800

Fax. +27 41 399-2920

Email. [info@mmpe.co.za](mailto:info@mmpe.co.za)

Maritime Motors (Pty) Ltd

Mercedes Benz

Commercial Sales Service & parts

111 Grahamstown Road

PO Box 211163

Gqeberha 6033 South Africa

Tel. +27 41 408-6600

Fax. +27 41 484-4387

Email. [info@mmpe.co.za](mailto:info@mmpe.co.za)

Southern Cape Motors (Pty) Ltd

Honda, Great Wall Motors and Haval

Sales, Service, Parts & Accounting

Cnr CJ Langenhoven & Herrie Street

George 6529 South Africa

Tel. +27 44 803-7900

Fax. +27 44 803-7921

Email: [info@mmpe.co.za](mailto:info@mmpe.co.za)

If your concern is not resolved to your satisfaction, you can contact the Information Regulator:

The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein,

Johannesburg

2001

P.O Box 31533

Braamfontein

Johannesburg 2017

Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Maritime Motors (Pty) Ltd  
t/a Maritime Motors  
(Reg. No. 1958/003274/07)  
Passenger Cars  
Cnr William Moffett Expressway  
& Circular Drive, PO Box 211163  
Gqeberha, 6033  
Tel +27 (0) 41 399 2800  
Fax +27 (0) 41 399 2920  
[www.maritimemotors.co.za](http://www.maritimemotors.co.za)

Maritime Motors (Pty) Ltd  
t/a Maritime Motors  
(Reg. No. 1958/003274/07)  
Commercial Vehicles  
111 Grahamstown Road  
PO Box 2202  
Gqeberha, 6056  
Tel +27 (0) 41 408 6600  
Fax +27 (0) 41 484 3037  
[www.maritimemotors.co.za](http://www.maritimemotors.co.za)

Maritime Motors (Pty) Ltd  
t/a Autohaus PE  
(Reg. No. 1958/003274/07)  
Used Vehicles  
Cnr William Moffet Expressway  
& Circular Drive, PO Box 211163  
Gqeberha, 6033  
Tel +27 (0) 41 399 2800  
Fax +27(0) 41 399 2920  
[www.autohauspe.co.za](http://www.autohauspe.co.za)

Maritime Motors (Pty) Ltd  
t/a Honda PE  
(Reg. No 1958/003274/07)  
Honda Auto PE  
Cnr William Moffet Expressway  
& Circular Drive, Suite 55,Pvt Box X002  
Gqeberha, 6033  
Tel +27(0) 41 399 2800  
Fax +27(0) 41 399 2920  
[www.hondape.co.za](http://www.hondape.co.za)

Southern Cape Motors (Pty) Ltd  
t/a Honda George  
(Reg. No. 2007/009405/07)  
Honda George  
Cnr CJ Langenhoven & Herrie Streets  
PO Box 2313,  
George 6530  
Tel +27 (0) 44 803 7900  
Fax +27 (0) 44 803 7921  
[www.hondageorge.co.za](http://www.hondageorge.co.za)

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Directors\*: NA Stucken\* (Chairman), Wikus Loots (Group Dealer Principal), RA Kirsten\*, NE Pityana\*, DP Stucken\*, JP Stucken\*