

## PRIVACY NOTICE

### QUICK READ

Last updated April 2021

#### Scope of this notice

Please read this privacy notice ("**Notice**") carefully to understand our policies and practices regarding your Personal Information and how we will treat it.

This Notice applies to individuals who interact with us ("**you**"/ "**yourself**").

This Notice explains how your Personal Information is collected, used, and disclosed by KSB Pumps and Valves (Pty) Limited itself or through the relevant KSB Pumps and Valves (Pty) entities, affiliates or Operators ("**KSB**", "**we**", "**us**"). It also tells you how you can access and update your Personal Information and make certain choices about how your Personal Information is used.

This Notice covers both our online and offline data collection activities, including Personal Information that We collect through our various channels such as websites, apps, third party social networks, Consumer Engagement Service, points of sale and events. Please note that We might aggregate Personal Information from different sources (website, offline event) and across different devices. As part of this, We combine Personal Information that were originally collected by different KSB Pumps and Valves (Pty) Limited entities or KSB Pumps and Valves (Pty) Limited partners. Please see Section 9 of this Privacy Notice for further information on how to object to this.

If you do not provide the required or necessary Personal Information to us , We may not be able to provide you with our goods and/or services.

This Notice may change from time to time, so please continuously revisit the Privacy notice area in order to keep abreast of these changes.

You can seek for further information and exercise your rights of access, rectification, cancellation, objection, and data portability in respect of your Personal Information, by clicking our Contact Us feature or contacting our Information Protection Officer.

We may change this Privacy Notice from time to time by posting the updated version of the Privacy Notice on our Sites. Please visit our site frequently and this Privacy Notice to stay informed about how we use your Personal Information.

This Privacy Notice is dated April 2021.

For further information select the links below:

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Our full Privacy Notice can be accessed and / or viewed below

## FULL CONTENT OF THE PRIVACY NOTICE

### PRIVACY NOTICE & COOKIES

#### 1. INTRODUCTION AND PURPOSE OF THIS NOTICE

- 1.1 In order to comply with data privacy laws,( which list of laws is set out under **Annexure “Laws”**), a person processing another’s Personal Information must:
- 1.1.1 provide the owner of the Personal Information with a number of details pertaining to the processing of his/her/its Personal Information, before such information is processed; and
- 1.1.2 get permission or consent from the owner of such Personal Information, to process his/her/its Personal Information, unless such processing:
- is necessary to carry out actions for the conclusion or performance of a contract to which the owner of the Personal Information is a party;
  - is required in order to comply with an obligation imposed by law;
  - is for a legitimate purpose or is necessary to protect the legitimate interest (s) and / or for pursuing the legitimate interests of i) the owner of the Personal Information; ii) the person processing the Personal Information; or iii) that of a third party to whom the Personal Information is supplied; or
  - is necessary for the proper performance of a public law duty by a public body or on behalf of a public body.
- 1.2 Where any person uses our websites, electronic applications, email or electronic services, or our services in general, we will have to process such person’s Personal Information.
- 1.3 In accordance with the data privacy laws, and because your privacy is important to us, please take note of this Privacy Notice, as it describes how we process your Personal Information, including the receipt, collection, use, disclosure, sharing, retention and importantly the protection of your Personal Information.
- 1.4 This Privacy Notice also asks that you provide us with your consent to process your Personal information, where this is required, which consent will be deemed to have been given by yourself, when you provide us with your Personal information for processing.

## 2. WHO ARE WE?

2.1 KSB Pumps and Valves (Pty)Limited, is a company registered in South Africa bearing Registration Number 2006/032069/07, having its registered place of business at, Cnr North Reef Road & Activia Park, Germiston Republic of South Africa (Hereinafter referred to as “**KSB**”).

## 3. APPLICATION OF THE PRIVACY NOTICE

3.1 This Privacy Notice applies to

3.1.1 the KSB websites, electronic applications or electronic services and / or to the KSB eServices (hereinafter referred to as “**Websites**”) and any Services in general, offered by KSB;

3.1.2 to all users or providers of the Services, and any user of the KSB Websites; and

3.1.3 to you, when using the Websites or providing or using the Services.

## 4. PERSONAL INFORMATION THAT WE COLLECT ABOUT YOU AND HOW WE COLLECT IT

4.1 Depending on how you interact with us (online, offline, over the phone, etc.), we collect various types of information from you, as described below.

- **Personal contact information.** This includes any information you provide to us that would allow you or our service providers to contact you, such as your name, postal address, e-mail address, social network details, or phone number, name of employer, insurer or medical aid provider and related contact details; membership numbers.
- **Account login information.** Any information that is required to give you access to your specific account profile. Examples include your login ID / email address, screen name, password in unrecoverable form, and/or security question and answer.
- **Demographic information & interests.** Any information that describes your demographic or behavioural characteristics. Examples include your date of birth, age or age range, gender, geographic location (e.g. postcode/zip code), favourite products, hobbies and interests, and household or lifestyle information, country, preferred language, marriage status, physical characteristics, personal or household/familial financial status and metrics.

- **Medical and Health information.** Any information pertaining to your medical and health status, medical history, dietary history, allergies, preferences, medical aid membership history and claims history.
- **Information from computer/mobile device.** Any information about the computer system or other technological device that you use to access the Websites such as the Internet protocol (IP) address used to connect your computer or device to the Internet, operating system type, and web browser type and version. If you access our Websites via a mobile device such as a smartphone, the collected information will also include, where permitted, your phone's unique device ID, advertising ID, geo-location, and other similar mobile device data. device identification number and type and location information, device and browser information, such as network and connection information (including Internet Service Provider (ISP) and Internet Protocol (IP) addresses), device and browser identifiers and information (including device, application, or browser type, version, plug-in type and version, operating system, user agent, language and time zone settings, and other technical information), advertising identifiers, cookie identifiers and information, and similar data, usage information and browsing history, such as usage metrics (including usage rates, occurrences of technical errors, diagnostic reports, settings preferences, backup information, API calls, and other logs), content interactions (including searches, views, downloads, prints, shares, streams, and display or playback details), and user journey history (including clickstreams and page navigation, URLs, timestamps, content viewed or searched for, page response times, page interaction information (such as scrolling, clicks, and mouse-overs), and download errors), advertising interactions (including when and how you interact with marketing and advertising materials, click rates, purchases or next steps you may make after seeing an advertisement, and marketing preferences), and similar data.
- **Location data.** The location of your device, your household, and similar location data.
- **Payment and Financial information.** Any information that we need in order to fulfil an order or requirement for a Service or product, or that you use to make a purchase, such as your debit or credit card details (cardholder name, card number, expiration date, etc.) or other forms of payment (if such are made available), expiration dates, and shipping and billing address;
- **Opinions and preferences.** Specific and general.
- **Credit history.** In any case, we or our payment processing provider(s) handle payment and financial information in a manner compliant with applicable laws, regulations and security standards such as PCI DSS.

- **Customer Relations.** Communications with a CES can be recorded or listened into, in accordance with applicable laws, for local operational needs. Payment card details are not recorded. Where required by law, you will be informed about such recording at the beginning of your call.
- **Sensitive Personal Data.** We may seek to collect or otherwise process sensitive Personal Information in order to provide you with our Services but which processing will always be done in accordance with applicable laws.
- **Security access.** Vehicle details, serial number of assets and/or devices where access to our facilities or Websites is required.
- **Next of kin.** Children or next of kin details, with your consent being required where you provide us with Personal Information belonging to your dependents or children.
- **Your image.** Still pictures, video, voice, and other similar data.
- **Social media and online content.** Information placed or posted in social media and online profiles, online posts, and similar data.
- **Websites/communication usage information.** As you navigate through and interact with our Websites or newsletters, we use automatic data collection technologies to collect certain information about your actions. This includes information such as which links you click on, which pages or content you view and for how long, and other similar information and statistics about your interactions, such as content response times, download errors and length of visits to certain pages. This information is captured using automated technologies such as cookies and web beacons, and is also collected through the use of third party tracking for analytics and advertising purposes. You have the right to object to the use of such technologies.
- **Market research & consumer feedback.** Any information that you voluntarily share with us about your experience of using our products and Services.
- **Consumer-generated content.** Any content that you create and then share with us on third party social networks or by uploading it to one of the Websites, including the use of third party social network apps such as Facebook. Examples include photos, videos, personal stories, or other similar media or content. Where permitted, we collect and publish consumer-generated content in connection with a variety of activities, including contests and other promotions, website community features, consumer engagement, and third party social networking.
- **Third party social network information.** Any information that you share publicly on a third party social network or information that is part of your profile on a third

party social network (such as Facebook) and that you allow the third party social network to share with us. Examples include your basic account information (e.g. name, email address, gender, birthday, current city, profile picture, user ID, list of friends, etc.) and any other additional information or activities that you permit the third party social network to share. We receive your third party social network profile information (or parts of it) every time you download or interact with an KSB web application on a third party social network such as Facebook, every time you use a social networking feature that is integrated within an KSB site (such as Facebook Connect) or every time you interact with us through a third party social network. To learn more about how your information from a third party social network is obtained by us or to opt-out of sharing such social network information, please visit the website of the relevant third party social network.

## 5. SOURCES OF PERSONAL INFORMATION

5.1 Personal Information is collected about you by us from the following sources:

- **The Websites.** Including sites that KSB operates under its own domains/URLs and mini-sites that we run on third party social networks such as Facebook.
- **Mobile sites/apps.** Consumer-directed mobile sites or applications operated by or for KSB, such as smartphone apps.
- **E-mail, text and other electronic messages.** Interactions with electronic communications between you and KSB.
- **Customer Call Centres, including Customer Relationship or Engagement Centres.** Communications with our Consumer Relationship, Engagement and Call Centre (“CES”).
- **Offline registration forms.** Printed or digital registration and similar forms that we collect via, for example, postal mail, in-store demos, contests and other promotions, or events.
- **Advertising interactions.** Interactions with our advertisements (e.g., if you interact with on one of our ads on a third party website, we may receive information about that interaction).
- **Data we create.** In the course of our interactions with you, we may create Personal Information about you (e.g. records of your interactions with us).
- **Data from other sources.** Third party social networks (e.g. such as Facebook, Google), market research (if feedback not provided on an anonymous basis), third party data aggregators, service providers, promotional partners, public sources.

5.2 In addition, we collect the Personal Information detailed above under clause 4 above, about you and any other party whose details you provide to us, when you use and access the Websites, including any access to such Websites for the following purposes:

- for whatever reason, generally or specifically;
- in order to register to use the Websites, (including free trials);
- to make enquiries about KSB or the KSB Services, its affiliates, service providers or business partners, via our Websites;
- to use the KSB Services, especially any eServices, which are available or accessible via our Websites and to send you confirmation of the request/or order;
- for legitimate business purposes, including to place an order for or request the KSB Services, especially any eServices using our Websites;
- to complete online forms, including call back requests;
- to take part in surveys, to post content on our message boards, or to post any blogs;
- to enter any competitions or prize draws;
- to register to attend one of our events;
- to look for, locate, read and / or download information or publications;
- to request or sign up for marketing material;
- for the performance of contractual terms, or for the enforcement of contractual rights;
- to provide you with details of our terms, conditions, policies and procedures and to enforce and apply same;
- to participate in any interactive areas that appear on our Websites;
- to interact with us, our affiliates, service providers, business partners or others; and
- to provide us with your contact details or when you update those details;
- to send us an email;
- to click on a link in an email or advertisement or communication received from us;

5.3 We will also collect your Personal Information where you only partially complete and / or abandon any information inputted into our Websites including online forms and may use this information to contact you to remind you to complete any outstanding information and / or for marketing purposes.

5.4 We also collect your Personal Information from your own devices including mobile devices and or the devices which you use in order to access our Websites, which is collected using cookies or similar technologies, as described and set out under clause 6.3 below, and under our Cookies Policy.

5.5 We may enhance Personal Information we collect from you with information we obtain from third parties that are entitled to share that information; for example, information from credit agencies, search information providers or public sources (e.g. for due diligence purposes), but in each case as permitted by applicable laws.



## 6. USES MADE OF YOUR PERSONAL DATA

6.1 The Personal Information detailed under clause 5 above, which you provide to us is used for the following purposes:

### 6.1.1 Operational and Services

#### We use your Personal Information:

- to provide Services to you, including responding to your enquiries. This typically requires the use of certain personal contact information and information regarding the reason for your inquiry (e.g. consultation or order status, technical issue, product question/complaint, general question, etc.) and to manage and administer the KSB services you have asked us to provide you with;
- to manage our relationship with you (for example, customer services and support activities);
- to provide you with any information that we are required to send to you in order to comply with our contractual, service, regulatory or legal obligations;
- to provide you with details of our terms, conditions, policies and procedures and to enforce and apply same;
- to deliver joint content and services with third parties with whom you have a separate relationship;
- to attend to queries and to provide any information to you that you have requested;
- to analyse your needs, requirements, preferences and habits;
- to anticipate your needs based on our analysis of your profile;
- to provide you with targeted Services, goods and products or advertising and content;
- order fulfilment;
- general business purposes,
- maintaining your account,
- maintain and keeping records of your requirements;
- for the management and operation of our communications.

### 6.1.2 Contests, marketing and other promotions

- With your consent (where required), we use your Personal Information:
- to provide you with information about our Services, products and goods (e.g. marketing communications or campaigns or promotions).
- to deliver targeted advertising, marketing (including in-product messaging) or information to you which may be useful to you, based on your use of the Website or the KSB services, in your capacity as our customer or which has

been obtained in the context of a sale and where you have agreed, by providing us with your details, as requested by us, to such advertising and marketing purposes.

- This can be done via means such as email, ads, SMS, phone calls and postal mailings to the extent permitted by applicable laws. Some of our campaigns and promotions are run on third party websites and/or social networks

### **6.1.3 Security**

We use your Personal Information:

- to detect, prevent, investigate or remediate, crime, illegal or prohibited activities or to otherwise protect our legal rights (including liaison with regulators and law enforcement agencies for these purposes); and
- for the management and operation of our IT and security systems.
- We may monitor and record any communications which we hold with you when using the Websites, for quality assurance purposes, for evidential purposes and in order to meet our legal and regulatory obligations generally test

### **6.1.4 Third party social networks**

- We use your Personal Information when you interact with third party social networking features, such as “Like” functions, to serve you with advertisements and engage with you on third party social networks.

### **6.1.5 Internal or market research, analytics**

- We use your Personal Information to conduct internal or market research and measuring the effectiveness of advertising campaigns.

### **6.1.6 Legal reasons**

- We use your Personal Information to comply with laws and regulations, including disclosing your Personal Information to third parties (i) when required by applicable law; (ii) in response to legal proceedings; (iii) in response to a request from a competent law enforcement agency; (iv) to protect our rights, privacy, safety or property, or the public; or (v) to enforce the terms of any agreement or the terms of our Website.

### **6.1.7 Quality control**

We use your Personal Information:

- to provide, maintain, protect and improve our Websites, KSB services and products- legitimate purpose;

- to contact you to see if you would like to take part in our customer research (for example, feedback on your use of our Websites, products and services) - legitimate purpose;
- to monitor, measure, improve and protect our content, Websites, services and provide an enhanced, personal, user experience for you - legitimate purpose;
- to compare information for accuracy and to verify it with third parties - legitimate purpose;
- manage and administer your use of our Websites, products and services - legitimate, lawful and contractual purpose;
- undertake internal testing of our Websites, and services to test and improve their security, provision and performance, in which case, we would pseudonymise any information used for such purposes, and ensure it is only displayed at aggregated levels which will not be linked back to you or any living individual- legitimate, lawful and contractual purpose;
- to monitor, carry out statistical analysis and benchmarking, provided that in such circumstances it is on an aggregated basis which will not be linked back to you or any living individual- legitimate, lawful and contractual purpose;
- data analytics and benchmarking, in order to carry out research and development to improve our KSB services, products and Websites; and to develop and provide new and existing functionality and services (including statistical analysis, benchmarking and forecasting services).

#### **6.1.8 Legal reasons or merger/acquisition**

- We use your Personal Information in the event that KSB or its assets are acquired by, or merged with, another company including through bankruptcy, we will share your Personal Information with any of our legal successors.

#### **6.1.9 Cookies**

The Websites may contain technology (including Cookies) that enables us to:

- check specific information from your device or systems directly relevant to your use of the Websites against our records to make sure the Websites are being used in accordance with our end-user agreements and to troubleshoot any problems - consent required;
- obtain information relating to any technical errors or other issues with the Websites;

- collect information about how you and users use the functions of the features of the Websites- consent required; a
- gather statistical information about the operating system and environment from which you access our Websites, applications or services;
- **Log Files.** We collect information in the form of log files that record website activity and gather statistics about your browsing habits. These entries are generated automatically, and help us to troubleshoot errors, improve performance and maintain the security of the Websites.
- **Web Beacons.** Web beacons (also known as “web bugs”) are small strings of code that deliver a graphic image on a web page or in an email for the purpose of transferring data back to us. The information collected via web beacons will include information such as IP address, as well as information about how you respond to an email campaign (e.g. at what time the email was opened, which links you click on in the email, etc.). We will use web beacons on the Websites or include them in e-mails that we send to you. We use web beacon information for a variety of purposes, including but not limited to, site traffic reporting, unique visitor counts, advertising, email auditing and reporting, and personalisation.

Please see our Cookies Notice to learn how you can manage your cookie settings and for detailed information on the cookies We use and the purposes for which We use them.

Where you are not prepared to consent to the above types of processing, then you can opt out of this type of processing by managing your cookies and privacy settings within your browser or on the Websites (where applicable).

## 7. DISCLOSURE OF YOUR PERSONAL DATA

7.1 We share your Personal Information with the following parties:

- any KSB employee, subsidiary or related company for the purposes set out in this Privacy Notice, (e.g. global information and customer relationship management; software and service compatibility and improvements; or to provide you with any information, applications, products or services that you have requested);
- our service providers and agents (including their sub-contractors) or third parties which process information on our behalf (e.g. affiliates, medical service providers, internet service and platform providers, payment processing providers and those service providers or organizations who we engage to help us provide you with the KSB services or to send communications to you);

- partners, including system implementers, resellers, value-added resellers, independent software vendors and developers that may help us to provide you with the Websites, products, services and information you have requested or which we believe is of interest to you;
- third parties used to facilitate payment transactions, for example clearing houses, clearing systems, financial institutions and transaction beneficiaries;
- third parties where you have a relationship with that third party and you have consented to us sending information to such party;
- third parties for marketing purposes (e.g. our partners and other third parties with whom we work and whose products or services we think will interest you in the operation of your business activities);
- various verification agencies, including credit reference and fraud prevention agencies;
- regulators, in order to meet legal and regulatory obligations;
- law enforcement agencies so that they may detect or prevent crime or prosecute offenders;
- any third party in the context of actual or threatened legal proceedings, provided we can do so lawfully (for example in response to a court order);
- any third party in order to meet our legal and regulatory obligations, including statutory or regulatory reporting or the detection or prevention of unlawful acts;
- our own professional advisors, including attorneys and auditors for the purpose of seeking professional advice or to meet our audit or legal responsibilities;
- another organisation if we sell or buy (or negotiate to sell or buy) any business or assets; another organisation to whom we may transfer our agreement with you; and
- Government departments where reporting is mandatory under applicable law.

7.2 We may share non-personally identifiable information about the use of the Websites, products or services publicly or with third parties but this will not include information that can be used to identify you.

7.3 Where we share or disclose your Personal Information as described above, such sharing and or disclosure will always be subject to an agreement which will be concluded as

between ourselves and the party to whom we are disclosing your Personal Information to, which contractually obliges the recipient of your Personal Information to comply with strict confidentiality and data security conditions.

## **8. PERSONAL INFORMATION OF CHILDREN**

- 8.1 We will collect Personal Information about children below the age of 18 years of age from the parent or guardian directly, and with that person's explicit consent.
- 8.2 We do not knowingly solicit or collect Personal Information from children below the age of 18. If we discover that we have unintentionally collected Personal Information from a child below 18, we will remove that child's Personal Information from our records promptly.

## **9. STORAGE AND/OR TRANSFER OF YOUR PERSONAL DATA**

- 9.1 We use appropriate measures (described below) to keep your Personal Information confidential and secure. Please note, however, that these protections do not apply to information you choose to share in public areas such as third party social networks.
- 9.2 We store your Personal Information in operating environments that use reasonable security measures to prevent unauthorised access.
- 9.3 We follow reasonable standards to protect Personal Data. The transmission of information via the Internet is, unfortunately, not completely secure and although we will do our best to protect your Personal Data, we cannot guarantee the security of the data during transmission through the Websites.
- 9.4 It is important that you also play a role in keeping your Personal Information safe and secure. When signing up for an online account, please be sure to choose an account password that would be difficult for others to guess and never reveal your password to anyone else. You are responsible for keeping this password confidential and for any use of your account. If you use a shared or public computer, never choose to have your login ID/email address or password remembered and make sure to log out of your account every time you leave the computer. You should also make use of any privacy settings or controls we provide you in the Websites
- 9.5 The storage as well as the processing of your Personal Information as described above may require that your Personal Information is ultimately transferred/transmitted to, and/or stored at, a destination outside of your country of residence. We may also transfer your Personal Information to countries outside the European Economic Area ("EEA") (including to countries which have different data protection standards to those which apply in South Africa. We (i) have put in place standard contractual clauses to protect your Personal Information (and you have a right to ask us for a copy of these clauses (by

contacting us as set out below) and/or (ii) will rely on your consent (where permitted by law).

- 9.6 Once your Personal Information is no longer required due to the fact that the purpose for which the Personal Information is held has come to an end, such Personal Information will be retained in accordance with our KSB records retention schedule, which varies depending on the type of processing, the purpose for such processing, the business function, record classes, and record types. We calculate retention periods based upon and reserve the right to retain Personal Information for the periods that the Personal Information is needed to: (a) fulfil the purposes described in this Privacy Notice, (b) meet the timelines determined or recommended by regulators, professional bodies, or associations, (c) comply with applicable laws, legal holds, and other legal obligations (including contractual obligations), and (d) comply with your requests.

## **10. OTHER SITES AND SOCIAL MEDIA**

- 10.1 If you follow a link from our Websites to another site or service, this Privacy Notice will no longer apply. We are not responsible for the information handling practices of third party sites or services and we encourage you to read the privacy notices appearing on those sites or services.
- 10.2 The Websites may enable you to share information with social media sites, or use social media sites to create your account or to connect your social media account. Those social media sites may automatically provide us with access to certain Personal Information retained by them about you (for example any content you have viewed). You should be able to manage your privacy settings from within your own third party social media account(s) to manage what Personal Information you enable us to access from that account.

## **11. WHEN YOU PROVIDE US WITH INFORMATION ABOUT OTHERS**

If you provide us with Personal Information about someone else, you are responsible for ensuring that you comply with any obligation and consent obligations under applicable data protection laws in relation to such disclosure. In so far as required by applicable data protection laws, you must ensure that you have provided the required notices and have obtained the individual's consent to provide us with this/her/its Personal Information and that you explain to them how we collect, use, disclose and retain their personal information or direct them to read the Privacy Notice.

## **12. YOUR INFORMATION AND YOUR RIGHTS**

- 12.1 In terms of the data protection laws, you have the following rights:

- **The right of access-** You may ask us free of charge to confirm that we hold your personal information, or ask us to provide you with details, at a fee, how we have processed your personal information, which can be done by following the process set out under our PAIA Manual which can be viewed by following the [Data-Protection](#) link
- **The right to rectification-** you have the right to ask us to update or rectify any inaccurate personal information, which can be done by accessing the update / rectification request here: [Data-Protection](#).
- **The right to erasure (the ‘right to be forgotten’)** - where any overriding legal basis or legitimate reason to process your Personal Information no longer exists, and the legal retention period has expired, you may request that we delete the personal information, which can be done by accessing the request for erasure request here: [Data-Protection](#) .
- **The right to object to and restrict further processing-** where we do not need your consent to process your personal information, but you are not in agreement with such processing, you object to us processing such Personal Information which can be done by accessing the objection request here: [Data-Protection](#)
- **The right to withdraw consent** - where you have provided us with consent to process your personal information, you have to right to subsequently withdraw your consent, which can be done by accessing the withdrawal of consent request here: [Data-Protection](#) .
- **The right to data portability-** where you want your Personal Information to be transferred to another party, which can be done under certain circumstances, please access and complete the required transfer form here: [Data-Protection](#)

### 13. CHANGES TO THIS PRIVACY STATEMENT AND LAWS

- 13.1 As we change and evolve over time, this Processing Notice is expected to change as well. We reserve the right to amend the Processing Notice at any time, for any reason, and without notice to you other than the posting of the updated Processing Notice on the Websites and in this regard encourage you to visit our Websites frequently in order to keep abreast with any changes.
- 13.2 The contents of this Privacy Policy shall be governed by the laws of the Republic of South Africa.



- 13.3 If any provision of this Privacy Policy is judged to be illegal, void or unenforceable due to applicable law or by order of a court of competent jurisdiction it shall be deemed deleted and the continuation in full force and effect of the remainder of the provisions will not be prejudiced.

## 14. CONTACT US

- 14.1 Any comments, questions or suggestions about this Privacy Notice or our handling of your Personal Information should be emailed to [inforequest.za@ksb.com](mailto:inforequest.za@ksb.com). Alternatively, you can contact us at the following postal address or telephone numbers:

**Information Officer : Colin Griffiths**

Phone: +27 11 876 5878

Email: [inforequest.za@ksb.com](mailto:inforequest.za@ksb.com)

- 14.2 Our telephone switchboard is open 8:00 am – 16:00 pm GMT, Monday to Thursday and 8:00 am – 15:00 pm GMT Friday. Our switchboard team will take a message and ensure the appropriate person responds as soon as possible.

## 15. COMPLAINTS

- 15.1 Should you wish to discuss a complaint, please feel free to contact us using the details provided above.
- 15.2 All complaints will be treated in a confidential manner.
- 15.3 Should you feel unsatisfied with our handling of your Personal Information, or about any complaint that you have made to us, you are entitled to escalate your complaint to the South African, Information Regulator who can be contacted at  
< <https://www.justice.gov.za/inforeg/> >.