

Privacy Policy

Introduction.

This policy governs the manner in which Electronic Toll Collection ("ETC") treats your personal information collected electronically when you access our website through the e-toll link on www.sanral.co.za to register for services offered on the website, apply for online services, purchase online products or contact us electronically.

We respect your privacy and your personal information and for this reason we have prepared this privacy policy to let you know how we will treat any personal information that may be provided to us. We will take all reasonable measures to protect your personal information and keep it confidential.

"The English language shall take preference above all other languages with regard to the content of this website."

We also voluntarily subscribe to the principles, outlined in Section 51 of the **Electronic Communications and Transactions Act 2002** ('ECT Act'), which govern your right to having your personal information kept private. We briefly outline these principles below:

- We will only collect, disclose, collate, process and store ('use') your personal information with your express permission unless legally required to do so, and will only use such information for the lawful purpose for which it is required.
- We will disclose in writing, the specific purpose for which we use, request and store your personal information. We will also keep a record of that personal information and the specific purpose for which we collect it.
- We will not use your personal information for any other purpose, other than that which we disclosed to you, unless you give us your express permission to do so, or unless we are permitted to do so by law.

What is Personal Information

In order to provide you with the services offered on our website, you may be required to provide ETC with personal information. Personal information is information which identifies you as an individual, including but not limited to, your race, age, contact details, any identifying number assigned to you and any information relating to transactions in which you have been involved. Personal information may also include non-personal browsing habits and click patterns, email address and/or IP address.

Information detailed above is collected whenever you use the link to our website, complete an application form for registration, contact us electronically, or use one of the services or facilities offered by us or any affiliate party, or purchase our online products.

For more information on "personal information" please refer to the **Promotion of Access to Information Act 2 of 2000** (PAIA).

Why we collect your Personal Information

- Identify you
- Authenticate you
- Register you
- Communicate requested information to you
- Provide services to you at your request
- Provide you with access to restricted pages through our website
- Compile non-personal statistical information about browsing habits, click-patterns and access to the ETC website; and
- ETC reserves the right to contact you regarding account status, changes to the terms and conditions and other matters relevant to the underlying services and/or the information collected.

Protection of Personal Information

ETC may collect, maintain, save, compile, share, disclose and sell any information collected from you, subject to the following provisions:

- ETC shall **not** disclose personal information received from you unless you consent thereto;
- ETC shall disclose personal information without your consent only through due legal process; and
- ETC may compile, use and share any information that does not relate to any specific individual.

We value the information which you provide to us and will therefore take reasonable steps to protect your personal information from loss, misuse or unauthorised alteration. We will ask for your express permission before we use your personal information for any purpose not disclosed above. The information we maintain concerning our customers is stored in databases that have built-in safeguards to ensure the privacy and confidentiality of that information.

When you use the services or facilities provided by us, you may be given a user name, password and/or personal identification number (PIN). You are responsible for maintaining the secrecy and confidentiality of your user name, password and/or personal identification number ("PIN").

Data Privacy

Data privacy laws establish rules for the proper collection, use, and disclosure of personal data (any personally identifiable information), enforcing individual rights, and demonstrating compliance when required. Some laws also limit the export of personal data to countries without data privacy laws without establishing a special model clause agreement.

SANRAL (data controller)

- is the owner of the data and responsible for determining the purposes for which personal data is collected, used or disclosed.
- responsible for compliance with data privacy laws and contractually controlling the activities of data processors (e.g., ETC).
- may provide processors with instructions regarding the processing of personal data – client privacy and security policies.

ETC (data processor agent of the data controller)

- who collects, uses / processes, or discloses personal data on behalf of a data controller.
- responsible for handling personal data.
- forbidden from utilizing client's personal data for purposes unrelated to the contract.
- responsible for protecting Personal Data / Client Confidential Information with reasonable administrative, technical and physical safeguards.
- responsible for reporting any security breach, misuse or disclosure of any Client Confidential Information or Personal Data.

Personal Information held by Third Parties

We are not responsible for any representations or information or warranties or content on any website of an affiliate party (including websites linked to this website or websites facilitated by us). We do not exercise control over affiliate parties' privacy policies and strongly suggest that you refer to the privacy policy of any such affiliate party to see how such party protects the privacy of your information.

Cookies

You agree that we shall be entitled to send "cookies" from this website to your computer. We use the word "cookie" to refer to information that is sent from our website to your hard drive, where it is saved and contains information to personalize your experience on our website. In this way, the next time you visit our website we will know who you are and that you have visited our website before.

Correction of Personal Information

You may amend, correct or update any personal information you provided to ETC by either contacting us on **0800 726 725** or alternatively by logging onto the e-toll link on the SANRAL website at www.sanral.co.za.

Third Party Hyperlinks

ETC may provide hyperlinks to websites not controlled by ETC ("target sites") and such hyperlinks do not imply any endorsement, agreement or support of the content, products and/or services of such target sites.

ETC does not editorially control the content, products and/or services on target sites and shall not be liable, in any manner whatsoever, for the access to, inability to access, use, inability to use or content available on or through target sites.

Change to our Privacy Policy

We reserve the right, in our sole discretion to amend (including without limitation, by the addition of new terms and conditions) this Privacy Policy from time to time. You agree to review the Privacy Policy whenever you visit this website for any such amendments. Save as expressly provided to the contrary in this Privacy Policy, the amended version of the Privacy Policy shall supersede and replace all previous versions thereof.

Applicable and Governing Law

This Privacy Policy will be governed by the laws of South Africa. You consent to the jurisdiction of the South African courts for any dispute which may arise out of this Privacy Policy.

Legal Costs

ETC shall not be liable for costs incurred by you to obtain professional advice relating to any dispute arising out of this privacy policy.