

# Privacy Policy

Coal to the world

Growth to the nation

## PRIVACY POLICY

### 1. PURPOSE

Richards Bay Coal Terminal (Pty) Ltd (RBCT) respects stakeholder privacy and takes the protection of personal information very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (**personal information**).

### 2. SCOPE

This policy applies to visitors to our website, business premises or any stakeholder with related business interests with RBCT.

### 3. PERSONAL INFORMATION

The personal information includes:

- certain information that we collect automatically when you visit our website;

- certain information collected on registration;
- certain information collected on submission; and
- optional information that you provide to us voluntarily.

but excludes:

- information that has been made anonymous so that it does not identify a specific person;
- permanently de-identified information that does not relate or cannot be traced back to you specifically;
- non-personal statistical information collected and compiled by us; and
- information that you have provided voluntarily in an open, public environment or forum including any blog, chat room, community, classifieds, or discussion board (because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy).

Common examples of the types of personal information which we may collect and process include stakeholder:

- **identifying information** – such as stakeholder name, date of birth, or identification number of any kind;

- **contact information** – such as stakeholder phone number or email address;
- **address information** – such as stakeholder physical or postal address; or
- **demographic information** – such as stakeholder gender or marital status

### **Sensitive personal information**

Depending on the services that you require, we may also collect sensitive personal information including stakeholder:

- **financial information** – such as stakeholder bank account details and financial statements (if requested);
- **sensitive demographic information** – such as stakeholder race or ethnicity;
- **medical information** – such as information about stakeholder physical or mental health;
- **criminal information** – such as information about stakeholder commission or alleged commission of any offence or about any related legal proceedings;
- **employment information** – including stakeholder membership of a trade union; and

## **4. ACCEPTANCE**

### **Acceptance required**

You must accept all the terms of this policy when you

request our services. If you do not agree with anything in this policy, then you may not request our services.

### **Legal capacity**

You may not access our website or request our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts.

### **Deemed acceptance**

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

### **Stakeholder obligations**

You may only send us stakeholder own personal information or the information of another data subject where you have their permission to do so.

## **5. CHANGES**

We may change the terms of this policy at any time by updating this web page. We will notify you of any changes by placing a notice in a prominent place on the website detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website and our services. If you continue to use the website or our services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.

## 6. COLLECTION

### **On registration**

Once you register on our website, you will no longer be anonymous to us. You will provide us with certain personal information when you register on our website.

This personal information will include:

- stakeholder name and surname;
- stakeholder email address;
- stakeholder telephone number;
- stakeholder postal address or street address; and
- stakeholder username and password.

We will use this personal information to fulfil stakeholder account, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

### **On request**

When you request our services from us, you will be asked to provide us with additional information on a voluntary basis (**services information**).

### **From browser**

We automatically receive and record Internet usage information on our server logs from stakeholder browser, such as stakeholder Internet Protocol address (**IP address**), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie

preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the website, and the dates and times that you visit the website, paths taken, and time spent on sites and pages within the website (**usage information**). Please note that other websites visited before entering our website might place personal information within stakeholder URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

## **Cookies**

We may place small text files called 'cookies' on stakeholder device when you visit our website. These files do not contain personal information, but they do contain a personal identifier allowing us to associate stakeholder personal information with a certain device. These files serve a number of useful purposes for you, including:

- granting you access to age restricted content;
- tailoring our website's functionality to you personally by letting us remember stakeholder preferences;
- improving how our website performs;
- allowing third parties to provide services to our website; and
- helping us deliver targeted advertising where appropriate in compliance with the applicable laws.

Stakeholder internet browser generally accepts cookies automatically, but you can often change this setting to stop accepting them. You can also delete cookies manually. However, no longer accepting cookies or deleting them will

prevent you from accessing certain aspects of our website where cookies are necessary. Many websites use cookies and you can find out more about them at [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **Third party cookies**

Some of our business partners use their own cookies or widgets on our website. We have no access to or control over them. Information collected by any of those cookies or widgets is governed by the privacy policy of the company that created it, and not by us.

### **Web beacons**

Our website may contain electronic image requests (called a **single-pixel gif** or **web beacon** request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of stakeholder personal information. We merely use them to compile anonymous information about our website.

### **Purpose for collection**

We may use or process any services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering stakeholder personal information, disclosing it, and combining it with other personal information. We generally collect and process stakeholder personal information for various purposes, including:

- **business purposes** – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and

- **legal purposes** – such as handling claims, complying with regulations, or pursuing good governance.

## **Consent to collection**

We will obtain stakeholder consent to collect personal information:

- in accordance with applicable law;
- when you provide us with any registration information or optional information.

## **7. USE**

### **Our obligations**

We may use stakeholder personal information to fulfil our obligations to you.

## **8. DISCLOSURE**

### **Sharing**

We may share stakeholder personal information with:

- other third parties who provide us with relevant services where appropriate.

### **Regulators**

We may disclose stakeholder personal information as required by law or governmental audit.

### **Law enforcement**

We may disclose personal information if required:

- by a subpoena or court order;



- to comply with any law;
- to protect the safety of any individual or the general public;

### **No selling**

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

### **Employees**

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel.

### **Security**

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recover procedures where appropriate

## **9. ACCURATE AND UP TO DATE**

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. Please note that in order to better protect you and safeguard stakeholder personal

information, we take steps to verify stakeholder identity before granting you access to stakeholder account or making any corrections to stakeholder personal information

## **10. RETENTION**

We will only retain stakeholder personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell stakeholder personal information. We may retain stakeholder personal information in physical or electronic records at our discretion.

## **11. UPDATING OR REMOVING**

You may choose to correct or update the personal information you have submitted to us, by clicking the relevant menu in any of the pages on our website or contacting us by phone or email.

## **12. LIMITATION**

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third party websites.

### **13. ENQUIRIES**

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us at **([complianceofficer@rbct.co.za](mailto:complianceofficer@rbct.co.za))**