

UNIQUE KITCHENS (PTY) LTD (REGISTRATION NUMBER 2005/024660/07)

PRIVACY STATEMENT

*CONSENT AND ACKNOWLEDGMENTS IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION
ACT NO 4 OF 2013 (POPIA)*

Introduction

The Protection of Personal Information (POPI) Act aims to give effect to the constitutional right to privacy by balancing the right to privacy against that of access to information. The POPI Act requires that personal information pertaining to individuals be processed lawfully and in a reasonable manner that does not infringe on the right to privacy.

This privacy statement sets out how personal information of data subjects will be processed by Unique Kitchens (Pty) Ltd (hereafter referred to as "Unique Kitchens"), whether you are a shareholder, board member, employee, contractor, client, service provider, visitor or in any other capacity that deserves recognition of your rights. The use of the words "the party" for the purposes of this document shall be a reference to any party dealing or communicating with Unique Kitchens and/or concluding any agreement, whether of employment, of service provider or client, or in any other legal capacity, with the inclusion of each party referred to or included in terms of such exchange or agreement.

Processing of Personal Information

Should you be a Unique Kitchens contractor or employee, we may process personal information about you related to names and surnames, gender, marital status, nationality, health, disability, well-being or medical history, identity number, colour, race or ethnic group, qualifications, email address, physical address, telephone numbers, employment history, language, culture, criminal history, financial history, correspondence and account numbers. The purpose of processing such personal information about you is to communicate directly with you, to give effect to the contract with you whether as contractor or as employee, to protect your legitimate interests through such performance and to comply with relevant statutory provisions.

Should you be a client purchasing products and/or services from Unique Kitchens, we may process personal information about you related to names, surnames, email address, physical address, telephone number and account numbers. The purpose of processing such personal information about you is to communicate directly with you to perform upon the agreement concluded between yourself and Unique Kitchens, to protect your legitimate interests through such performance and to comply with relevant statutory provisions. Should you be a citizen of a foreign jurisdiction, and should you be concerned about your privacy, Unique Kitchens specifically invites you to establish contact with our Information Officer at info@uniquekitchens.co.za.

Should you serve in any other capacity, Unique Kitchens will only collect personal information to the extent required by law for purposes of giving effect to the relationship with you.

We only collect information for the purposes as stated above. As part of the processing of personal information about you, Unique Kitchens will collect such information from you, through your status as contractor, employee, client, business relation, or otherwise. It may also collect such information from statutory institutions such as the Companies and Intellectual Property Commission (CIPC), the South African Revenue Service (SARS), from a relevant public or equivalent entity, or from its own records

related to previous services provided to you. As part of the processing of personal information about you, Unique Kitchens may also disclose such personal information to statutory institutions such as the Companies and Intellectual Property Commission, the South African Revenue Services, relevant public or equivalent entities on whose behalf Unique Kitchens may act as intermediary, or other third parties agreed to in writing with you.

Direct Marketing Consent

Specifically, insofar as it concerns marketing, Unique Kitchens may in future direct communications at you, whether about new or special offerings, and you are requested to carefully consider this specific aspect of this privacy statement. Unique Kitchens will only send you direct marketing communications if you have provided your express, written consent. Consent will be requested in a manner substantially similar to Form 4, which identifies you (the data subject), Unique Kitchens (the responsible party), the person designated to sign for us, and specifies the types of goods or services and the electronic communication methods (such as email, SMS, WhatsApp, telephone, fax, or automated calling) for which you consent to receive marketing. You may provide consent through any reasonably accessible method, including:

- Email reply; or
- SMS or WhatsApp reply; or
- Clicking an "I consent" button on our website (click-wrap); or
- Returning a signed Form 4 (or substantially similar form).

Form 4 is downloadable at <https://inforegulator.org.za/wp-content/uploads/2020/07/FORM-4-APPLICATION-FOR-THE-CONSENT-OF-A-DATA-SUBJECT-FOR-THE-PROCESSING-OF.pdf>

We won't infer your consent from silence, inactivity, or pre-ticked boxes. You must take a positive action to indicate your consent. You may withdraw your consent to receiving direct marketing communications at any time, free of charge, either by completing Form 1 and sending it to our Information Officer via any of the following channels:

- Via email to info@uniquekitchens.co.za; or
- Via SMS/WhatsApp to +27 [073 412 5856]; or
- By contacting our Information Officer via telephone at +27 [073 412 5856] (calls will be recorded for compliance); or
- Through an in-person visit to our office at 10 Viben Street, Brackenfell Industrial, Cape Town, during business hours.

Form 1 is downloadable at <https://inforegulator.org.za/wp-content/uploads/2020/07/FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf>.

All direct marketing communications from Unique Kitchens will clearly identify the sender and provide a contact address or mechanism for you to request that such communications cease. We maintain a database of all consents, withdrawals, and objections as required by POPIA.

We do not sell, trade, or rent personal information to third parties. We may share generic aggregated demographic information not linked to any personal identification information about data subjects with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may also use third party service providers to help us operate our business and our website or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

Principles for Protection of Personal Information

Unique Kitchens at all times applies the following principles and practices in protecting your privacy:

Lawfulness, fairness, and transparency:

- We only process personal information lawfully, fairly, and transparently.
- Through this statement and from time to time through appropriate media platforms or should the need arise through personal contact we clearly communicate to clients how their personal information will be used.

Purpose limitation:

- We only collect and process personal information for specified, explicit, and legitimate purposes.
- We do not use the personal information for purposes incompatible with those for which it was collected.

Personal information minimization:

- We collect only personal information that is necessary for the intended purpose.
- We avoid collecting excessive or irrelevant information.

Accuracy:

- We ensure that the personal information we hold is accurate and up-to-date.
- We take reasonable steps to rectify or erase inaccurate personal information.

Storage limitation:

- We retain personal information only for as long as is lawful and necessary for the purposes for which it was collected.

Integrity and confidentiality (security):

- We implement appropriate technical and organizational measures to ensure the security of personal information.
- We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored in our records.

- Sensitive and personal data exchange between ourselves and our data subjects happens over an SSL secured communication channel and is encrypted.

Accountability:

- Upon express request we demonstrate our willingness and readiness to comply with foreign data protection principles and requirements.
- We maintain records of processing activities and have appointed an Information Officer.

Personal information rights:

- We respect the rights of personal information subjects, including the right to access, rectify, erase, or port their personal information.
- We provide mechanisms for personal information subjects to exercise their rights.

International transfers:

- If transferring personal information outside our borders, we ensure that adequate safeguards are in place, at the minimum at the same or better safety standard than our own verified standards.
- Should a client or third party on behalf of a client request a particular and specified agreement towards protection of its privacy, the use of an agreement or other legal mechanisms can be considered.

Consent:

- We always obtain valid consent through this statement and other means before processing personal information, particularly also for sensitive personal information.
- We ensure that the consent process is clear, unambiguous, and easily revocable.

Consent Request and Permission to Process Personal Information

Through reading this statement you are explicitly requested to resolve whether you consent to Unique Kitchens processing your personal information. You may object to the processing of your personal information at any time, free of charge, either by completing Form 1 (or substantially similar form) and sending it to our Information Officer via any of the following channels:

- Via email to info@uniquekitchens.co.za; or
- Via SMS/WhatsApp to +27 [073 412 5856]; or
- By contacting our Information Officer via telephone at +27 [073 412 5856] (calls will be recorded for compliance); or
- Through an in-person visit to our office at 10 Viben Street, Brackenfell Industrial, Cape Town, during business hours.

Form 1 is downloadable at <https://infoeregulator.org.za/wp-content/uploads/2020/07/FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf>.

If you object to processing via telephone, we will record and securely store the call as required by law. You may request a copy or transcript of this recording at any time, free of charge. We will alert you to this right at the time of data collection. Telephone objections will be transcribed and retained for 5 years.

You understand that withholding consent or failure to disclose personal information will result in Unique Kitchens being unable to perform its functions and/or any services or benefits you may require from Unique Kitchens. You also indemnify and hold Unique Kitchens harmless in respect of any claims against Unique Kitchens by any other person on whose behalf you have consented should they claim that you were not so authorized. You furthermore understand that in terms of the POPI Act and other laws of the country, there are instances where your express consent is not necessary in order to permit the processing of personal information, which may be related to delivering the services contracted, police investigations, litigation or when personal information is publicly available. You will not hold Unique Kitchens responsible for any improper or unauthorized use of personal information that is beyond its reasonable control. Should you not respond to this request, your consent for Unique Kitchens to process your personal information is implied.

Your Rights Regarding the Processing of Personal Information

You may withdraw consent to the processing of personal information at any time, free of charge, either by completing Form 1 (or substantially similar form) and sending it to our Information Officer via any of the following channels:

- Via email to info@uniquekitchens.co.za; or
- Via SMS/WhatsApp to +27 [073 412 5856]; or
- By contacting our Information Officer via telephone at +27 [073 412 5856] (calls will be recorded for compliance); or
- Through an in-person visit to our office at 10 Viben Street, Brackenfell Industrial, Cape Town, during business hours.

Form 1 is downloadable at <https://inforegulator.org.za/wp-content/uploads/2020/07/FORM-1-OBJECTION-TO-THE-PROCESSING-OF-PERSONAL-INFORMATION.pdf>.

If you withdraw consent to the processing of personal information via telephone, we will record and securely store the call as required by law. You may request a copy or transcript of this recording at any time, free of charge. We will alert you to this right at the time of data collection. Telephone objections will be transcribed and retained for 5 years.

Please note that withdrawal of consent is still subject to the terms and conditions of any contract that is in place between yourself and Unique Kitchens. Should the withdrawal of consent result in the interference of legal obligations, then such withdrawal will only be effective if Unique Kitchens agrees to same in writing. Unique Kitchens specifically draws to the attention the fact that the withdrawal of consent may result in it being unable to provide the requested information and/or products and/or services and/or other benefits. Further, please note that the revocation of consent is not retroactive and will not affect disclosures of personal information that have already been made.

Where personal information has changed in any respect, you are encouraged to notify Unique Kitchens through any of the channels described above, so that its records may be updated. Unique Kitchens will largely rely on you to ensure that personal information is correct and accurate.

You have the right to access your personal information that Unique Kitchens may have in its possession, and you are entitled to request the identity of which third parties have received and/or processed personal information for the purposes agreed to. Please note however, that any request in this regard may be declined if:

- The information comes under legal privilege in the course of litigation;
- The disclosure of personal information in the form that it is processed may result in the disclosure of confidential information;
- Giving access may cause a third party to refuse to provide similar information to Unique Kitchens;
- The information as it is disclosed may result in the disclosure of another person's information;
- The information contains an opinion about another person and that person has not consented;
or
- The disclosure is prohibited by law.

Requesting Access, Corrections and Lodging of Complaints

You may request correction, deletion, or destruction of personal information at any time, free of charge, either by completing Form 2 (or substantially similar form) and sending it to our Information Officer via any of the following channels:

- Via email to info@uniquekitchens.co.za.
- Via SMS/WhatsApp to +27 [073 412 5856]; or
- By contacting our Information Officer via telephone at +27 [073 412 5856] (calls will be recorded for compliance); or
- Through an in-person visit to our office at 10 Viben Street, Brackenfell Industrial, Cape Town, during business hours.

Form 2 is downloadable at <https://infoeregulator.org.za/wp-content/uploads/2020/07/FORM-2-REQUEST-FOR-CORRECTION-OR-DELETION-OF-PERSONAL-INFORMATION-OR.pdf>.

If you request correction, deletion, or destruction of personal information via telephone, we will record and securely store the call as required by law. You may request a copy or transcript of this recording at any time, free of charge. We will alert you to this right at the time of data collection. Telephone objections will be transcribed and retained for 5 years. Please submit any requests for correction, deletion, or destruction of your personal information in writing to the Unique Kitchens Information Officer at info@uniquekitchens.co.za.

Language and Accessibility

Unique Kitchens is committed to ensuring that all data subjects can understand and exercise their rights under the Protection of Personal Information Act (POPIA), regardless of their language preference.

- **Multilingual requests:** You may submit any objection, correction, deletion, or other request relating to your personal information in any of South Africa's official languages. We will accept and process such requests free of charge and with equal priority.
- **Assistance in your language:** If you require assistance in a language other than English, please indicate your preferred language when contacting our Information Officer. We will provide support, guidance, and, where necessary, translations of key documents or forms to help you exercise your rights.
- **Policy availability:** This privacy statement and related forms (Form 1, Form 2, and Form 4) are available in English. If you require these documents in another official language, please contact our Information Officer at info@uniquekitchens.co.za or via SMS/WhatsApp at +27 [insert number], and we will make every reasonable effort to provide a translated version or assist you in your preferred language.

Changes to this Privacy Policy

Unique Kitchens has the discretion to update this privacy statement at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

You acknowledge and agree that it is your responsibility to review this privacy statement periodically and become aware of modifications.

Revised on 14 May 2025

Contact Information:

Information Officer: Ferdie Lochner

Email: info@uniquekitchens.co.za

Phone: +27 [073 412 5856]

Address: 10 Viben Street, Brackenfell Industrial, Cape Town.