

# Seymour Contracting Services CC

## PRIVACY POLICY

Effective Date: 16 March 2026 | Version 1.0

### 1. Introduction

Seymour Contracting Services CC ("we", "us", or "our"), registration number and trading as Seymour Electrical, is committed to protecting your personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and any other applicable South African legislation.

This Privacy Policy explains how we collect, use, store, and protect personal information obtained through our website [www.seymourec.co.za](http://www.seymourec.co.za) and our general business operations. By using our website or engaging our services, you acknowledge that you have read and understood this policy.

### 2. Responsible Party Details

As required by Section 18 of POPIA, we identify ourselves as the Responsible Party:

**Business Name:** Seymour Contracting Services CC

**Trading As:** Seymour Electrical

**Physical Address:** 7 Adderley Street, Shop 3, Geordino Heights, Horison, Johannesburg

**Email Address:** [info@seymourec.co.za](mailto:info@seymourec.co.za)

**Contact – Gary Seymour:** 082-332-3337

**Contact – Garth Seymour:** 082-454-1460

**Website:** [www.seymourec.co.za](http://www.seymourec.co.za)

Our Information Officer is responsible for ensuring compliance with POPIA and can be contacted at the above details for any privacy-related queries, complaints, or requests.

### 3. Personal Information We Collect

We may collect the following categories of personal information:

#### 3.1 Information You Provide Directly

- Your full name
- Email address
- Telephone number
- Physical or postal address (where relevant for quoting or service delivery)
- The contents of messages you send us via our contact form or email

#### 3.2 Information Collected Automatically

- IP address and browser type
- Pages visited and time spent on our website
- Referring website or search engine
- Cookie identifiers (see our Cookie Policy below)

### **3.3 Information Collected in the Course of Business**

- Identity and contact details for compliance certificates (COC)
- Site address and project-related information
- Payment and invoicing information

## **4. Purpose of Processing**

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We process your personal information only for specific, explicitly defined, and legitimate purposes, as required by Section 13 and 14 of POPIA. These purposes include:

- Responding to enquiries received via our website contact form or telephone
- Providing quotations and electrical services
- Issuing Certificates of Compliance (COC) as required by law
- Processing invoices and receiving payment
- Communicating with you about projects or service follow-ups
- Improving the functionality and content of our website
- Complying with legal obligations under the Electrical Installation Regulations and related legislation
- Managing our business operations and maintaining internal records

We will not process your personal information for any purpose other than those listed above without obtaining your prior consent, unless we are required or permitted to do so by law.

## **5. Legal Basis for Processing**

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We rely on the following lawful grounds for processing your personal information as set out in Section 11 of POPIA:

- Your consent, which you may withdraw at any time
- The performance of a contract to which you are a party, or to take steps at your request prior to entering into a contract
- Compliance with a legal obligation to which we are subject
- Our legitimate interests, provided these are not overridden by your rights and interests

## **6. Sharing of Personal Information**

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We do not sell, rent, or trade your personal information to third parties. We may share your information in the following limited circumstances:

- With service providers and operators who assist us in delivering our services (e.g., accounting software, web hosting), who are contractually bound to protect your information and process it only on our instructions
- With our trade references and suppliers where necessary to fulfil a contract
- With regulatory bodies such as the Department of Employment and Labour or the City of Johannesburg where required for the issuance of Certificates of Compliance
- With law enforcement agencies or the courts when required by law or court order

Where we transfer personal information to a third party located outside of South Africa, we will ensure that adequate protections are in place as required by Section 72 of POPIA.

## 7. Retention of Personal Information

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We retain your personal information only for as long as is necessary to fulfil the purposes for which it was collected, or as required by applicable law. Specifically:

- Contact form enquiries that do not result in a service engagement will be retained for no longer than 12 months
- Client project records, including Certificates of Compliance, are retained for a minimum of 3 years as required by the Electrical Installation Regulations
- Financial and invoicing records are retained for 5 years in line with the South African Revenue Service requirements under the Tax Administration Act

Once personal information is no longer required, we will securely delete or anonymise it.

## 8. Security Safeguards

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We take reasonable technical and organisational measures to protect your personal information against unauthorised access, disclosure, loss, or destruction, as required by Section 19 of POPIA. These measures include:

- Password-protected systems and restricted access to personal information
- Secure email communications
- HTTPS encryption on our website
- Regular review of our data handling practices

In the event of a security compromise (data breach), we will notify both the Information Regulator and affected data subjects as soon as reasonably possible, in accordance with Section 22 of POPIA and the mandatory e-Portal reporting requirement introduced by the Information Regulator in April 2025.

## 9. Your Rights as a Data Subject

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Under POPIA (Chapter 2, Section 5), you have the following rights with respect to your personal information:

- Right to be notified: You have the right to be informed when your personal information is being collected
- Right of access: You may request access to the personal information we hold about you
- Right to correction or deletion: You may request that inaccurate, incomplete, or outdated information be corrected or deleted
- Right to object: You may object to the processing of your personal information where we rely on legitimate interests as our lawful basis
- Right to withdraw consent: Where processing is based on your consent, you may withdraw that consent at any time
- Right to submit a complaint: You may lodge a complaint with the Information Regulator of South Africa if you believe your rights under POPIA have been violated

To exercise any of these rights, please contact us at [info@seymourelec.co.za](mailto:info@seymourelec.co.za). We will respond within a reasonable timeframe and in accordance with the provisions of POPIA.

## 10. Direct Marketing

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We will only contact you with unsolicited marketing communications (such as email or SMS) if you have given us your prior consent, in accordance with Section 69 of POPIA. You may opt out of any direct marketing communications at any time by contacting us at [info@seymourelec.co.za](mailto:info@seymourelec.co.za) or by following the unsubscribe instructions in any marketing communication we send you.

## 11. PAIA Manual

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Our PAIA (Promotion of Access to Information Act 2 of 2000) Manual, which provides further information about how to request access to records held by us, is available on our website at [www.seymourelec.co.za](http://www.seymourelec.co.za).

## 12. Complaints to the Information Regulator

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If you believe that we have violated your rights under POPIA and are not satisfied with our response to your complaint, you have the right to lodge a complaint with the South African Information Regulator:

**Name:** Information Regulator (South Africa)

**Email:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

**Website:** [www.inforegulator.org.za](http://www.inforegulator.org.za)

**Physical Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

## 13. Changes to This Privacy Policy

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We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The most current version will always be available on our website with the effective date noted at the top of this document. We encourage you to review this policy periodically.

## **14. Governing Law**

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This Privacy Policy is governed by the laws of the Republic of South Africa, including the Protection of Personal Information Act 4 of 2013, the Electronic Communications and Transactions Act 25 of 2002, and the Promotion of Access to Information Act 2 of 2000.

# Seymour Contracting Services CC

## COOKIE POLICY

Effective Date: 16 March 2026 | Version 1.0

### 1. What Are Cookies?

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Cookies are small text files that are placed on your device (computer, tablet, or smartphone) when you visit a website. They are widely used to make websites work more efficiently, to improve the user experience, and to provide information to website operators.

Under South Africa's Protection of Personal Information Act 4 of 2013 ("POPIA"), cookie identifiers and IP addresses can constitute personal information, and their use is therefore subject to the requirements of POPIA.

### 2. Who Uses Cookies on This Website?

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This Cookie Policy applies to the website [www.seymourec.co.za](http://www.seymourec.co.za), operated by Seymour Contracting Services CC. We are the Responsible Party for the use of cookies on this website.

### 3. Categories of Cookies We Use

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#### 3.1 Strictly Necessary Cookies

These cookies are essential for the operation of our website. Without them, our website may not function properly. They do not require your consent under POPIA as they are necessary for the delivery of the service you have requested.

- WordPress session cookies (wordpress\_\*, wp-settings-\*): Used to manage your session as you navigate the site and remember your preferences
- Security cookies: Used to protect the website against unauthorised access

#### 3.2 Functional / Preference Cookies

These cookies allow the website to remember choices you make and provide enhanced features. While not strictly necessary, they improve usability. Your consent is required before we set these cookies.

- WordPress logged-in cookies: Used when users log in to administer the website (for administrators only)
- Language and display preference cookies: Remember your display preferences

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### 3.3 Analytics / Performance Cookies

These cookies collect information about how visitors use our website, such as which pages are visited most often. The data is aggregated and anonymised where possible. Your consent is required before we set these cookies.

- Google Analytics (\_ga, \_gid, \_gat): If enabled, these cookies help us understand website traffic and usage patterns. Data is processed by Google LLC.

### 3.4 Third-Party Cookies

Our website may include content or integrations from third-party services (such as Google Maps embeds or contact form plugins). These third parties may set their own cookies, which are governed by their own privacy and cookie policies. We do not control these cookies and recommend reviewing the relevant third-party policies.

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## 4. Your Consent

In accordance with POPIA, we will request your consent before placing any non-essential cookies on your device. When you first visit our website, you will be presented with a cookie consent banner that allows you to:

- Accept all cookies
- Accept only strictly necessary cookies
- Customise your preferences

You can withdraw or change your cookie consent at any time by clearing your browser cookies and revisiting the site, which will re-present the consent banner, or by contacting us at [info@seymourelec.co.za](mailto:info@seymourelec.co.za).

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## 5. Managing Cookies in Your Browser

Most web browsers allow you to control cookies through their settings. You can typically find these settings under the "Privacy" or "Settings" section of your browser. Here is how you can manage cookies in the most common browsers:

- Google Chrome: Settings > Privacy and Security > Cookies and other site data
- Mozilla Firefox: Options > Privacy & Security > Cookies and Site Data
- Microsoft Edge: Settings > Cookies and Site Permissions > Cookies and Site Data
- Apple Safari: Preferences > Privacy > Manage Website Data

Please note that disabling or blocking certain cookies may affect the functionality of our website and prevent you from accessing some features.

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## 6. Retention of Cookie Data

Different cookies are retained for different periods:

- Session cookies: These are temporary and are deleted when you close your browser
- Persistent cookies: These remain on your device for a set period (typically between 1 day and 2 years depending on the cookie type)

We review our cookie usage regularly and remove any cookies that are no longer necessary.

## 7. Data Transfers Outside South Africa

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Certain third-party cookies (such as Google Analytics) may result in your data being processed on servers located outside South Africa. Where such transfers occur, we take reasonable steps to ensure that appropriate protections are in place in accordance with Section 72 of POPIA.

## 8. Contact Us

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If you have any questions about our use of cookies, or wish to exercise your rights in relation to cookie-derived personal information, please contact us:

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

**Phone – Gary Seymour:** 082-332-3337

**Phone – Garth Seymour:** 082-454-1460

**Address:** 7 Adderley Street, Shop 3, Geordino Heights, Horison, Johannesburg

## 9. Changes to This Cookie Policy

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We may update this Cookie Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to check this page periodically to stay informed about our cookie practices.

## 10. Relationship to Our Privacy Policy

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This Cookie Policy should be read together with our Privacy Policy, which sets out the full details of how we collect, use, and protect your personal information in accordance with POPIA.