

## PRIVACY POLICY

This is the Privacy Policy of Bemlab (Pty) Limited. We take privacy seriously and are committed to protecting the privacy and security of our customers, service providers and employees. This privacy notice outlines how your personal information is treated through the use of this website, and our services we render to you and when you communicate with us.

This Privacy Policy should be read together with our Website Terms and Conditions of Use and our Terms and Conditions on our Request Forms all available on the Bemlab website at [www.bemlab.co.za](http://www.bemlab.co.za).

**When you visit our website, directly or indirectly request services from us or supply services to us you agree to your personal and special personal information being processed by us in terms of this Privacy Policy.**

### 1. Governance

Bemlab (Pty) Limited is a private company incorporated in South Africa with a Board of Directors who are responsible for governance and oversight. Bemlab (Pty) Limited is wholly owned by Dietrich Voigt Mia (Pty) Limited and is part of the PathCare Group of companies.

### 2. Our Privacy Principles

- We will only collect, transfer, process and store your personal and special personal information as defined in the Protection of Personal Information Act 2013 with your consent and for the purposes it is required unless we are required for legal reasons to disclose same or in terms of applicable legislation.
- We will process and retain your personal and special personal information as required in terms of applicable legislation and will destroy same upon the expiry of the applicable terms;
- We may from time to time anonymise data which we will use purely for statistical and research purposes.
- We aim to ensure your information is accurate and up to date.
- We will take appropriate steps to protect the security of information you have provided to us in terms of industry standards.

### 3. What information do we collect?

- We collect your Personal Information as defined in the Protection of Personal Information Act.
- What is Personal Information?
- Personal Information refers to information relating to an identifiable living natural person and to some extent juristic persons and can be for example information relating to a name, identity number, address, contact details or email address.
- We collect the information provided to us on service request forms submitted by you in order to provide the specific agricultural testing services you have requested.
- We also retain personal information relating to our employees for the purposes of our employment relationship with them;
- We retain personal information of suppliers rendering services to Bemlab.
- We can also collect information on your browsing and device history as per our website in terms of our Website terms and conditions of use.

### 4. Why do we collect information on you?

- We will process personal information provided by you to process and provide you with the services you have requested from us.
- We do not use your Personal Information for anything other than the service which you have requested from us.
- We will from time to time completely anonymise data which we will use for research and statistical purposes. Where we share anonymized data we make sure that there is no way to ever identify you. Anonymised or aggregated statistical information may also be passed to organisations with a legitimate interest e.g. Universities, research institutions and the Department of Agriculture.
- We may keep your information in written format and / or digital format and your record will include basic details about you such as your name, address and may contain more sensitive information about your health.

## 5. Your information is safe and confidential with us

- It is every customer's right to expect that information held and used about them is safe and secure and only used for the agreed purpose.
- All our staff sign strict confidentiality agreements when they are employed by us.
- Our staff will do their utmost to protect your confidential information.
- Where we outsource certain functions and therefore the processing of your Personal Information to third parties or provide your Personal Information to third-party service providers, we oblige those third parties to protect your Personal Information with appropriate security measures in accordance with our standards and applicable law.
- We do not use your personal information for marketing or advertising purposes.
- We may from time to time allow our Information technology service providers limited access to our computer systems for the purposes of programming, updating or repairing an error on our system.

## 6. Processing of Personal and Special Personal Information

- Bemlab processes Personal Information in the following ways:
- For internal purposes we use electronic and manual mechanisms to process Personal Information of employees and that of visitors to our laboratory.
- For direct information collection as per our request forms you have consented to the processing of the information provided therein in terms of this policy.
- For indirect care and to maintain internal rules for the use of information through secure services and systems as well as for the purposes of investigating complaints and legal claims.
- For the purposes of seeking payment from you or making payments to you in respect of refunds
- We collect and retain the information on the request form as well as the test results for minimum periods as set out in our document retention policy.

## 7. Your rights as our Customer

- You have the right to request access to your information that we hold and you can do so in a number of ways:
- You may request that we correct any of your Personal Information we have on file if it is inaccurate or incomplete by contacting us on [enquiries@bemlab.co.za](mailto:enquiries@bemlab.co.za)
- You may request the deletion of the information we hold on you but you must do so in writing and in a duly authorized manner.

## 8. How long do we retain your personal information?

- We will only retain your Personal Information for as long as necessary to fulfil the purposes we collected it for, or as permitted by law.
- To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the Personal Information, the potential risk of harm from unauthorised use or disclosure of your Personal Information and the purposes for which we process your Personal Information and whether we can achieve those purposes through other means, and the applicable legal requirements.

## 9. How do we secure your Personal Information?

- 10.1. Your personal information shall be treated as confidential and collected, processed and stored by Bemlab and our service providers in a manner that ensures appropriate security thereof, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures, which include:
- business continuity planning;
  - disaster recovery planning;
  - security awareness;
  - application of international information security standards;

- benchmarked information security measures and
- information governance.

10.2 We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## 10. Updating of this Privacy Policy

We reserve the right to update this Privacy Policy at any time and will place the latest version thereof on our website.

## 11. Complaints, Compliments and Comments

If you have any questions, compliments, suggestions or a complaint please contact us on [enquiries@bemlab.co.za](mailto:enquiries@bemlab.co.za)