

PRIVACY NOTICE

Introduction:

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”). Foresta Timber & Board (Pty) Ltd are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

Who We Are:

Specialised Timber knowledge and a customer centric culture, paired with competitive pricing have been the defining factors that have made Foresta Timber & Board a formidable Timber Merchant. As one of Gauteng’s largest wholesalers, importers and manufacturers of timber and related products, Foresta commenced trading in 1994 by founding member Paul Du Plessis, himself a timber legend. The company’s market share grew sharply when Duppie Du Plessis (formerly the MD of Prominent Paints) became MD and the majority shareholder in 2004.

Now situated at 2 Arnold Street, Alrode, Alberton, after extensive refurbishment and renovations to a site acquired in 2016. Foresta Timber & Board and Foresta Drum Manufacturing amalgamated into one company during the course of 2020, now known only as Foresta Timber & Board. Foresta Timber and Board caters to the trade, the wholesale market and DIY enthusiasts alike. Their customer base is diverse, and includes truck body fabricators, roof truss manufacturers and building contractors. With their wide range of timber products, the on-site Foresta factory shop enjoys tremendous support from the D.I.Y market, as well as the smaller contractors. Loading bays were added to the new sites’ factory shop to speed up service delivery to all customers collecting timber products.

Foresta stocks pine timber in various grades and was granted permission to use the SATAS (South African Technical Auditing Services) logo on their S5 & S7 structural pine timber, a credible and recognized assurance of their quality standards. A variety of board products such as plywood, chipboard and MDF are stocked in a range of sizes. Hardwood timber can be ordered on request, but Meranti and Saligna timber is stocked. Foresta also produces a range of well-priced branded profiled products, namely skirting, flooring, ceiling, reversible decking and half logs. The best quality Pine and Saligna timber is sustainably sourced and utilized to manufacture their products to stringent quality standards and custom machined products can be made to order.

Broaden Your Horizons with Wood

DIRECTORS C.M.P DU PLESSIS | J.I. DE WET | R. STONE | M. BOUW

FORESTA TIMBER & BOARD (PTY) LTD | Reg No 2003/029713/07 | Vat Reg No 4130142369
2 Arnold Street, Alrode | PO Box 11104, Randhart, 1457
Tel 011 908 5828 | www.foresta.co.za

As a market leader Foresta, is constantly striving to find new and innovative products to fulfil the needs of their customers. Some additions to their offering include Magnesium Oxide (MgO) boards, for use in panelling and cladding, a budget friendly half log (Baby-Log) to build Wendy houses and warehouse decking is manufactured to fulfil a need in the racking and storage market.

Foresta Timber and Board has a large fleet of vehicles that delivers our products to the larger Gauteng area on a daily basis, and neighbouring provinces.

The Type Of Personal Information We Collect:

We currently collect and process the following information:

- Name, contact and business details

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and, delivering services accordingly. For this purpose, we will collect contact details including your name and organisation.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

How We Get The Personal Information And What We Use It For:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or user experience optimisation purposes, enabling us to provide you with an enhanced shopping experience at Foresta Timber & Board (Pty) Ltd.
- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;

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- In connection with legal proceedings.
- We may share this information with our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.
- We may also disclose your information:
 - Where we have a duty or a right to disclose in terms of law or industry codes;
 - Where we believe it is necessary to protect our rights.

Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track activity in respect of the use of Our Services on Our Website and We store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse Our Services. The technologies We use may include:

- **Cookies or Browser Cookies.** A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of Our Services. Unless You have adjusted Your browser setting so that it will refuse Cookies, then you accept that Our Service may use Cookies.
- **Web Beacons.** Certain sections of our Services and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

When Will We Process Your Personal Information:

In terms of the Protection of Personal Information Act (POPIA), the justification grounds which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;

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- The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
- The processing complies with an **obligation** imposed by law on the business;
- The processing protects a **legitimate** interest of the data subject;
- The processing is necessary for the proper performance of a **public law** duty by the business;

Or

- The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

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How We Store Your Personal Information:

- We store and protect your information gathered from you in our Accounting system. Access to this information is controlled by user rights within the system, and users need to log in with their username and password to access the system. Furthermore, access to the Server on which the accounting package is run, is controlled by username and password, as per our IT Policies. The data is backed up via an encrypted backup, and is stored on a separate backup server, a copy of this encrypted backup is taken off site once a week. Access to the database is also via usernames and passwords, using Windows and SQL authentication.
- We keep your information for as long as legally required and/or for statistical analysis (as per our Internal Document Retention Policy). We will then dispose of your information by POPIA approved methods and document destruction service providers (as per our Internal Data Destruction Policy).

Your Data Protection Rights:

- You are entitled to access your personal data by sending a written request to Hendrik van Eck (hvaneck@foresta.co.za) Rocco Stone(rstone@foresta.co.za) (Whom will attend to requests and administer the requests, include their email address). We may charge you a fee for this service as set out in terms of Condition 8 of POPIA.
- You may also request Foresta Timber & Board (Pty) Ltd to correct or supplement any of your personal data which Foresta Timber & Board (Pty) Ltd will undertake as soon as practicable.
- Request the destruction of your personal data. Hendrik van Eck or Rocco Stone (Information Officer/Deputy Information Officer – Person who will consider the Data Subjects rights) will consider your request in light of any other laws or regulations prohibiting Foresta Timber & Board (Pty) Ltd from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us via telephone or e-mail_ or, if you wish to make a request.

Contact Details:

Name: Hendrik Van Eck or Rocco Stone

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5 / 7

VER:01 Effective Date: 25/10/2021

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Address: Cnr.13 Dan Jacobs & 2 Arnold Street, Alrode, Alberton, Johannesburg
Phone Number: 011 – 864 7966
E-mail: hvaneck@foresta.co.za or rstone@foresta.co.za

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How To Complain:

If you have any concerns about our use of your personal information, you can make a complaint to us, Michael Bouw (mbouw@foresta.co.za) or Shaleen Olivier (shaleen@foresta.co.za).

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street
Forum III, 3rd Floor Braampark
P.O Box 31533
Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

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