PRIVACY POLICY

Last updated: 20 October 2026

1. INTRODUCTION

1.1 AR Jones Engineering (Pty) Ltd (registration number 2016/132393/07), trading as AR Jones Engineering ("the Company", "we", "us" or "our"), respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

1.2 This Privacy Policy explains what personal information we collect, why we collect it, how we use, share and protect it, and what your rights are. It applies to the personal information of our customers and their representatives, suppliers, contractors and service providers, users of our website, visitors to our premises and work sites, and job applicants.

1.3 The personal information of our employees is dealt with in a separate employee privacy notice.

1.4 This Privacy Policy should be read with our PAIA Manual, which is available on our website and from our Information Officer.

2. WHO WE ARE AND HOW TO CONTACT US

2.1 The Company is the responsible party for the personal information we process. Our details are:

Item	Details
Company	AR Jones Engineering (Pty) Ltd, 2016/132393/07
Physical address	79 Platinum Street, Saldanha Industrial Area, Saldanha Bay, 7395
Postal address	29 Bogey Boulevard, Country Club, Langebaan, 7357
Telephone	(022) 772 0198
Information Officer	Antonio Rodriques Jones (Managing Director)
Email	antonio@arjones-engineering.com
IO registration number	2026-048639

3. WHAT PERSONAL INFORMATION WE COLLECT

3.1 Depending on your relationship with us, we may collect the following personal information:

Who you are	Personal information we may collect
Customers and customer representatives	Names, job titles, employer, business contact details, correspondence, contract and project information, and payment information.
Suppliers, contractors, and service providers	Names, contact details, identity numbers (for sole proprietors), company registration, VAT and tax numbers, banking details, B-BBEE information, compliance documents, and correspondence.
Website users	Information you submit through the website (for example, through a contact or enquiry form), and technical information necessary for the website to function, such as IP address and browser type and pages visited (see paragraph 13).
Visitors to our premises and work sites	Names, identity or passport numbers, vehicle registration numbers, contact details, visitor register entries, CCTV footage and health and safety declarations.
Job applicants	Names, contact details, identity numbers, CVs, qualifications, employment history, references, driver's license details, interview notes, assessment results and, with consent, criminal record checks.

3.2 Special personal information. We process special personal information (such as health information or criminal record information) only where POPIA permits it, for example, with your consent or where required by law. We may obtain criminal record checks for job applicants with their consent and only where relevant to the position, and we may collect health and safety declarations from visitors to our work sites.

4. HOW WE COLLECT PERSONAL INFORMATION

4.1 We collect personal information:

(a) directly from you, for example, when you contact us, request a quotation, enter into a contract with us, apply for a job, or visit our premises;

(b) from your employer, where you deal with us on behalf of a customer or supplier;

(c) from third parties, such as referees, credit bureaus, and background screening providers, with your consent where required;

(d) from public records, such as the CIPC register; and

(e) automatically, through our website, CCTV systems, and access-control systems.

5. WHY WE PROCESS PERSONAL INFORMATION

5.1 We process personal information only for specific and lawful purposes, and on one of the grounds in section 11 of POPIA:

Purpose	Lawful ground (section 11(1) of POPIA)
Providing engineering and maintenance services, preparing quotations, administering contracts and projects, and invoicing and collecting payment	Performance of a contract (s 11(1)(b)); our legitimate interests (s 11(1)(f))
Procuring goods and services, evaluating and paying suppliers and contractors	Performance of a contract (s 11(1)(b)); our legitimate interests (s 11(1)(f))
Complying with tax, company, labour, health and safety, and other legal obligations	Compliance with a legal obligation (s 11(1)(c))
Site access control, security, and health and safety on our premises and at work sites	Compliance with a legal obligation (s 11(1)(c)); our legitimate interests (s 11(1)(f))
Recruitment and assessing job applicants	Taking steps at your request to conclude a contract (s 11(1)(b)); consent, where required (s 11(1)(a))

Purpose	Lawful ground (section 11(1) of POPIA)
Responding to inquiries and complaints and maintaining customer relationships	Our legitimate interests (s 11(1)(f))
Sending information about our services (see paragraph 12)	Consent, or an existing customer relationship (s 69 of POPIA)
Establishing, exercising, or defending legal claims	Our legitimate interests (s 11(1)(f))

5.2 We will not use your personal information for a purpose that is incompatible with the purpose for which it was collected, unless the law permits it.

6. WHETHER YOU MUST PROVIDE YOUR PERSONAL INFORMATION

6.1 Where personal information is needed to conclude or perform a contract, or to comply with the law, providing it is mandatory. If you do not provide it, we may be unable to provide our services, contract with you, process your job application, or allow you access to our premises or work sites. In all other cases, providing personal information is voluntary.

6.2 Laws that require or authorize us to collect personal information include the Companies Act 71 of 2008, the Income Tax Act 58 of 1962, the Tax Administration Act 28 of 2011, the Value-Added Tax Act 89 of 1991, the Occupational Health and Safety Act 85 of 1993, and the Employment Equity Act 55 of 1998.

7. WHO WE SHARE PERSONAL INFORMATION WITH

7.1 We share personal information only where necessary for the purposes in paragraph 5 or where the law requires it. Recipients may include:

(a) our customers, principal contractors, and site owners, for site access, health and safety, and project administration;

(b) service providers who process information on our behalf ("operators"), such as IT, email, and cloud-storage providers, security service providers, and payroll software providers;

(c) banks and payment service providers;

(d) our auditors, accountants, insurers, and professional advisers;

(e) government and regulatory authorities, such as SARS, CIPC, and the Department of Employment and Labour; and

(f) courts, tribunals and law-enforcement authorities, where legally required.

7.2 Our operators are required by written agreement to keep personal information confidential and to apply appropriate security measures (sections 20 and 21 of POPIA).

7.3 We do not sell personal information.

8. TRANSFERS OUTSIDE SOUTH AFRICA

8.1 We use Microsoft 365 for email and cloud storage. Our data is hosted in South Africa, but certain services, support, and backup functions may involve processing in other countries, including the European Union and the United States.

8.2 We transfer personal information outside South Africa only in accordance with section 72 of POPIA, for example, where the recipient is bound by law, binding corporate rules or an agreement that provides an adequate level of protection, or where you have consented.

9. HOW WE PROTECT PERSONAL INFORMATION

9.1 We take appropriate and reasonable technical and organizational measures to protect personal information against loss, damage, unauthorized destruction and unlawful access or processing (section 19 of POPIA). These include access controls, user authentication, anti-virus and firewall protection, backups, physical security of our premises and records, confidentiality obligations, and staff awareness.

9.2 If we have reasonable grounds to believe that your personal information has been accessed or acquired by an unauthorized person, we will notify you and the Information Regulator as required by section 22 of POPIA.

10. HOW LONG DO WE KEEP PERSONAL INFORMATION

10.1 We keep personal information only for as long as necessary to achieve the purpose for which it was collected, unless a longer period is required or authorized by law or a contract, or is needed to establish, exercise or defend legal claims. For example, accounting and tax records are generally kept for at least five years (Tax Administration Act), and company records for seven years (Companies Act).

10.2 The personal information of unsuccessful job applicants is kept for 6 months after the applicant is informed of the outcome of the application, to enable the Company to respond to any dispute arising from the recruitment process, after which it is deleted or destroyed. Where a dispute is referred, the information is kept until the dispute is finally resolved. The Company keeps an applicant's information for longer, to consider the applicant for future vacancies, only with the applicant's consent. Unsolicited CVs are deleted unless the applicant consents to being considered for future vacancies.

10.3 When personal information is no longer needed, we destroy or delete it, or de-identify it, in a manner that prevents its reconstruction.

11. YOUR RIGHTS

11.1 Under POPIA, you have the right to:

(a) be told that your personal information is being collected, and be notified if it has been accessed by an unauthorized person;

(b) Ask whether we hold your personal information and request access to it (section 23 of POPIA). Requests for records are dealt with in terms of our PAIA Manual;

(c) request the correction, deletion or destruction of your personal information, using Form 2 of the Regulations relating to the Protection of Personal Information, 2018 (section 24 of POPIA);

(d) object to the processing of your personal information on reasonable grounds, where processing is based on legitimate interests, and to object at any time to direct marketing, using Form 1 of those Regulations (section 11(3) of POPIA);

(e) withdraw your consent at any time, where processing is based on consent. This does not affect processing that took place before the withdrawal;

(f) not be subject to a decision based solely on automated processing that has legal or significant consequences for you (section 71 of POPIA); and

(g) lodge a complaint with the Information Regulator (section 74 of POPIA).

11.2 To exercise your rights, contact our Information Officer at the details in paragraph 2. We may ask for proof of identity before acting on a request. The forms referred to above are available on our website and on the Information Regulator's website.

11.3 The Information Regulator can be contacted at Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg; P.O. Box 31533, Braamfontein, Johannesburg, 2017; website https://inforegulator.org.za.

12. DIRECT MARKETING

12.1 We send electronic marketing about our services only to existing customers, about services similar to those they have obtained from us, or to persons who have consented to receive it (section 69 of POPIA). Every marketing communication will include a simple way to opt out.

13. OUR WEBSITE AND COOKIES

13.1 Our website uses cookies (small text files stored on your device) to make the website work and to understand how it is used. Our website uses only essential cookies and similar technologies that are necessary for the website to function properly and securely. We do not currently use analytics, advertising or tracking cookies to monitor website traffic or visitor behaviour. If we introduce such cookies in future, we will update this Privacy Policy and, where required, obtain

your consent before they are used. You can manage cookies through your browser settings, as explained in paragraph 13.2.

13.2 You can set your browser to refuse or delete cookies, but some parts of the website may then not work properly.

13.3 Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites.

14. CHILDREN

14.1 Our website and services are not directed at children under the age of 18, and we do not knowingly collect their personal information.

15. CHANGES TO THIS PRIVACY POLICY

15.1 We may update this Privacy Policy from time to time to reflect changes in our practices or in the law. The updated version will be published on our website with the date of its last update. Please check it regularly.