



Reg name: GVD SOLUTIONS

Reg number: 2025/249575/07

Privacy Policy for GVD Solutions (Pty) Ltd

GVD Solutions (Pty) Ltd (the "Company", "we", "us" or "our") respects your privacy and is committed to protecting personal information in accordance with the South African Protection of Personal Information Act (POPIA). This policy applies to personal and project-related information that we collect, use, and share in providing sheet metal drafting and coordination services. Dylan van Dyk (Director and shareholder) is appointed as the Company's Information Officer. His contact details (please see below) are the official channels of communication for all privacy inquiries. Our registered name and address are published on our website (www.gvdsolutions.co), as required by law.

Information We Collect

We collect personal and project information necessary to provide our services. The categories of data we collect include:

- Personal identity and contact data: Names, email addresses, telephone numbers, business name and position, postal/delivery addresses and billing information of individuals who contact us or request services.
- Project and technical data: Project specifications, technical drawings, dimensions, design files, CAD drawings, sheet-metal specifications and related project details provided by clients.
- Communication data: Records of email exchanges, messages, meeting notes or other correspondence with you.
- Payment and legal data: Company registration or VAT numbers (if applicable), banking or invoicing details, and any other information needed to fulfil contracts and legal obligations.
- Website usage data: When you visit our website or use our online forms, we may collect technical data (IP address, browser type, device information) and cookies data.

We collect this data directly from you (via email, contact forms, project submissions, quotations, or other communications) and, if applicable, from third parties (for example if you provide reference or colleague contact). We do not collect data from children. Providing personal information is voluntary, but necessary to request and deliver our services.

Use of Your Information (Purposes and Lawful Basis)

We use your information only as needed to achieve the purposes stated below. Under POPIA Section 11, personal information may only be processed on lawful grounds. We rely on the following lawful bases:

- Contractual necessity: Processing is necessary to perform services you have requested (for example, preparing quotes, drafting sheet-metal drawings, coordinating fabrication and delivery). We use your contact details to communicate and fulfil our contract with you. This includes sharing specifications with fabricators or couriers to complete your project.
- Consent: Where processing is not strictly necessary for performance of a contract or legal obligation (for example, marketing updates or newsletters), we will ask for your explicit consent. You may withdraw consent at any time (without affecting past processing).
- Legal obligations: We may process personal information to comply with laws and regulations (for example, tax and accounting records, safety and export controls).
- Legitimate interests: In some cases, we may process data for our legitimate business interests (such as IT maintenance, network security, fraud prevention), provided those interests do not override your rights. POPIA specifically allows processing that protects your or our legitimate interests.

We do not sell personal information or use it for any purposes other than those listed here. We will notify you at or before the time of collection about the purpose of collecting your information. Any additional processing beyond the original purpose will only occur if we have further consent or a new legal basis.

How We Use and Share Information:

- Your information is used for the following purposes (with the applicable lawful basis): Providing services;
- To respond to inquiries, prepare proposals and quotations, deliver drafting and engineering services, coordinate fabrication, and provide customer support (contract performance and/or consent). We will share project drawings, dimensions, and specifications with our contracted fabricators and suppliers strictly on a "need-to-know" basis to fulfil your order. We also share shipping and delivery details with our courier or logistics partners to arrange delivery of fabricated parts. Communications: To communicate with you via email, phone or our website. This includes updates about your project, service notifications, and administrative messages (contract or legitimate interest). If you subscribe to newsletters or marketing, those will be sent only with your consent, and you can unsubscribe at any time. Legal compliance: To comply with legal and regulatory requirements (such as tax, health and safety, or property laws). For example, retaining certain records as required by law. Business operations: For legitimate business purposes such as improving our services, maintaining security, preventing fraud, or as otherwise required to manage our relationship with you. We share data only with entities that need it to provide the services described. Third-party recipients include fabricators, engineering subcontractors, IT service providers, accountants, courier and logistics providers, and others who support our operations. All such third parties are required to keep your information confidential and to use it only as instructed by us. We enter into data protection agreements or include POPIA-compliant clauses in contracts with them, ensuring they provide comparable privacy protections and do not use personal data for their own purposes. We do not disclose personal information to unrelated third parties for their marketing.

Data Retention and Security

- We retain personal information only for as long as necessary to fulfil the purposes outlined above, to comply with our legal obligations, or to enforce contracts. Once information is no longer required, we will securely delete or irreversibly anonymize it. For example, project files and records may be kept for several years if needed for warranty, defence of claims, or statutory record-keeping, but obsolete or outdated data is regularly purged.
- We implement appropriate technical and organizational security measures to protect your data, as required by POPIA Section 19. These measures include secure servers, access controls, encryption of sensitive data, regular backups, and staff training on privacy. We regularly review our security procedures to ensure the integrity and confidentiality of the information in our possession.

Cookies and Analytics on Our Website

- Our website uses cookies and similar technologies for functional purposes and to improve your experience. In compliance with POPIA and good practice, we display a cookie notice and obtain your consent (via a banner or pop-up) before placing non-essential cookies. We use essential cookies for website functionality and Google Analytics cookies (with IP anonymization) for site usage analysis. These analytics cookies do not store personal information about you; they only gather statistical data (e.g. pages visited, device type) which helps us improve the site. You may disable or refuse cookies through your browser settings, although doing so may affect website functionality. Our full cookie policy (separate from this Privacy Policy) provides details about the cookies we use and how to manage them.

Your Rights Under POPIA

Under POPIA, you have the following rights regarding your personal information:

- **Right to be informed:** You have the right to be notified that we have collected your personal data, and you must be informed of the purpose of the collection. If your personal data is ever accessed or acquired by an unauthorized person, we will notify you as required by POPIA.
- **Right of access:** You may request and obtain confirmation of whether we hold personal information about you and receive a copy of that information. This includes any project data or communications we have recorded.
- **Right to correction:** You may ask us to correct or update any incorrect, incomplete, or outdated information we hold about you. If you believe we have inaccurate personal or project data, please let us know so we can amend it.
- **Right to deletion:** You may request deletion or destruction of your personal information in our records, except where we are legally required to retain it (for example, for tax or contract fulfilment).
- **Right to object and withdraw consent:** You have the right to withdraw any consent you have given us at any time. You may also object to our processing of your personal information on reasonable grounds (for example, if you believe we no longer need it). If you opt-out or object, we will stop processing your data for those purposes. You always have the right to opt out of direct marketing communications.
- **Right to privacy and anonymity:** To the extent that it is lawful and practicable, you may request that we use an alias or pseudonym when communicating with you or processing your data (this right is subject to any legal or contractual requirements).
- **Right to complain:** You have the right to lodge a complaint with the Information Regulator if you believe our processing of your personal information does not comply with POPIA. You may also pursue civil remedies if you suffer prejudice due to non-compliance.

Updates to This Privacy Policy

We may update this Privacy Policy from time to time (for example, if our practices change or to comply with new laws). Any changes will be posted on our website with an updated "Last updated" date. If we make significant changes, we will notify existing contacts by email or other means to ensure you are aware of the new terms. We encourage you to review this policy periodically. Continued use of our services after such updates will constitute acceptance of the revised policy.

This Privacy Policy is provided to you in plain English and is intended to meet POPIA's requirements for transparency. If you have any questions or concerns about our privacy practices, or wish to exercise your rights, please contact Dylan van Dyk, Information Officer.

Information Officer and Contact Information

The Company's Information Officer: Dylan van Dyk, Director and shareholder of GVD Solutions (Pty) Ltd.
Email: finance@gvdsolutions.co
Phone: +27 (0)82 363 1480

Last updated: July 2025.



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