

## Privacy Policy (POPIA Notice) – Sterdts (Pty) Ltd

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### Who we are

Sterdts (Pty) Ltd (Reg. No. 2016/159326/07) provides freight forwarding and international moving services. This Privacy Policy (our Privacy Notice under the Protection of Personal Information Act, 'POPIA') explains how Sterdts (Pty) Ltd processes personal information in line with the Protection of Personal Information Act, 4 of 2013 (POPIA).

### Information Officer

Gert Mostert

Tel: +27 87 057 2777

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

Address: Willow Wood, 220 3rd Street, Chartwell, Johannesburg, 2055, South Africa

## 1. What personal information we collect

Depending on your relationship with us, we may process:

### Identity & Contact

- Names, ID/passport details, email addresses, phone numbers, physical and postal addresses, company details.

### Service & Contract

- Shipment details, collection and delivery locations, customs documentation, survey details, invoices/quotes, reference numbers and related correspondence.

### Financial

- Payment details (limited to what is necessary to process payments), VAT numbers and basic account reconciliation information.

### Compliance

- KYC/FICA/RCG documentation and any other information required by law, regulators or industry bodies for anti-money-laundering, sanctions and trade controls.

### Technical (site use)

- IP address, device and browser data, pages visited, basic interaction data and similar analytics.

### We collect information:

- Directly from you (for example through enquiries, surveys, bookings and email).
- During service delivery (for example through our operations and partners).
- From third parties where lawful (for example carriers, agents, analytics providers, public registers or credit-information sources).

## 2. Why we process personal information (lawful purposes)

We process personal information only for specific, lawful purposes, including:

- **To perform a contract you request**
  - Providing quotes, surveys, bookings, transport, storage, customs and related services.
- **To comply with law**
  - Tax, customs, PAIA/POPIA duties, regulatory reporting, record-keeping and audit requirements.

- **Legitimate interests**
  - Secure operations and systems, quality and service improvement, client support, fraud prevention and network/security monitoring.
- **Consent-based uses where required**
  - Certain marketing preferences or optional services that require your consent.

We apply **purpose limitation** and collect only what is necessary for the stated purposes.

### 3. Sharing and operators (third-party processors)

We may share personal information, on a need-to-know basis, with:

- **Operators / Processors**
  - IT, hosting, email and cloud providers; analytics and CRM tools; couriers/carriers; payment providers and other service providers operating under written terms that require POPIA-compliant safeguards.
- **Regulators and authorities**
  - Where disclosure is required by law, court order, regulatory obligation or law-enforcement request.
- **Professional advisers**
  - Legal, audit, accounting and similar advisers, under confidentiality obligations.

We **do not sell** your personal information.

### 4. Security safeguards

We use layered technical and organisational controls to protect personal information, including for example:

- Access control and role-based permissions
- Encryption where appropriate
- Endpoint, email and malware protection
- Physical security and controlled access to premises
- Clean-desk practices and secure disposal of records
- Incident-response processes

These measures are governed by our internal information-security policies and procedures. No system is completely risk-free, but we take reasonable and appropriate steps to protect personal information.

### 5. Retention & deletion

We keep personal information only as long as reasonably necessary for:

- Providing services and managing our relationship with you
- Complying with legal, tax and regulatory requirements
- Legitimate business purposes such as record-keeping and establishing or defending legal claims

After this, we dispose of or de-identify personal information securely. Our internal Data Retention and Data Destruction controls apply high-level retention principles per category (for example statutory tax records kept for prescribed periods).

## 6. Cross-border transfers

We generally process personal information in South Africa. If it becomes necessary to transfer personal information outside South Africa for service or legal reasons (for example to overseas partners, agents or service providers), we will take steps to ensure an **adequate level of protection**, for example through:

- Applicable law in the receiving country
- Binding corporate rules or similar frameworks
- Contracts that require a level of protection substantially similar to POPIA

## 7. Your POPIA rights

Subject to certain lawful limitations, you may have the right to:

- Request access to your personal information, or confirmation whether we process it
- Request correction or deletion of personal information (subject to legal retention requirements)
- Object to certain types of processing, or withdraw consent where processing is based on consent
- Request restriction of processing in specific circumstances

### How to exercise your rights

- Email the Information Officer at [info@sterdts.co.za](mailto:info@sterdts.co.za); and/or
- Use our PAIA process (forms and details are set out in our [PAIA Manual](#)).

If you are unhappy with our response, you may lodge a complaint with the **Information Regulator (South Africa)** via the contact details on [infoeregulator.org.za](http://infoeregulator.org.za).

## 8. Cookies & website analytics

We use cookies and similar technologies on our website to:

- Run the site and deliver core functions
- Remember user preferences
- Improve performance and understand how the site is used (for example aggregate analytics on pages visited)

You can control cookies in your browser settings. Blocking certain cookies may affect site functionality. For more detail on the types of cookies we use and how they are categorised, please see our [Cookie Policy](#).

## 9. Marketing communications

We may send:

- Service-related communications (for example booking updates, operational notices, account queries)
- Where permitted, **Sterdts news or offers** relating to our services

You can opt out of marketing at any time using the link in our emails or by contacting us at [info@sterdts.co.za](mailto:info@sterdts.co.za). Transactional/service notices related to your shipments or accounts are **not** regarded as marketing and may still be sent.

## 10. How this notice works with our other legal documents

To avoid duplication and keep a single source of truth:

- Our [Standard Trading Conditions \(STCs\)](#) govern the services we provide and refer back to this Privacy Notice for data-protection aspects.
- Our [Email Disclaimer](#) refers to this Privacy Notice for how we process information contained in emails.
- Our [PAIA Manual](#) sets out the formal access-to-information procedure and forms.
- Our [Cookie Policy](#) provides more detail on cookies and similar technologies used on our website.

Where there is any conflict between this summary and applicable law, the law will prevail.

## Contact details

For privacy queries, concerns or to exercise your POPIA rights:

### Information Officer:

Gert Mostert

### Contact details:

Tel: +27 87 057 2777

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

### Postal/physical address:

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