

PRIVACY POLICY



This policy is about how Sugarequip uses and processes your data (names, company data, etc.) when shared through our website or service. It was last updated on July 06, 2021.

Note: You're reading the plain English version, which is not legally binding. To read the legally binding document please click [here](#).

Summary

Sugarequip is a provider of services, and not the owner of the collected data. So ultimately it's the customer or enquirer who sends out a request to Sugarequip who's responsible for what data is submitted. However, as a service provider and supplier we do process this of data

What personal data do I have to give Sugarequip?

The only personal data required for using Sugarequip's services are the basics to identify the company and the individual who is making the request, and the information related to those entities which gives us access to respond to them appropriately.

How do I contact Sugarequip with questions about this?

Any customer or supplier can contact Sugarequip directly on the following details

Office telephone: +27 31 201 0285

Email address: popi@sugarequip.com

What do you do with all the data, and why do you do it?

- Fulfilling our function as a provider of parts, equipment and services.
- Sending you emails, making telephone calls to you so that you can get the information you need.

Does anyone else have access to my data?

Only in the event that you require our suppliers, partnered manufacturers and staff to fulfil a function against an explicit request from you.

Here's an example:

If you require us to deliver a manufactured product directly from the manufacturer to you, we would have to share your contact information and work address so that they may fulfil that function. We do not share your information with anyone, unless you require us to.

Where is my data/information processed?

Your information might be processed in countries that don't have the same data protection laws as those in your jurisdiction. You agree to this by requesting products or services from other territories.

I'm moving to the beach in the Transkei and want all my data removed from everywhere. Can I?

Yes. You can wipe everything we have by withdrawing consent or deleting your account. You can also ask to see all the data we have, and object to some of the ways we use it. To do this, all you have to do is request that we remove all of your personal data via email. Remember, the email is popi@sugarequip.com

Can I update my personal information?

Sure. Update your contact info in your next email request to us, or write to our POPI email address (popi@sugarequip.com). We will naturally update your contact details because we want to get hold of you to fulfil your order requirements, so there is no need for us to keep outdated information that no longer is effective in reaching you. However, it must be noted that your previous information is still linked to previous enquiries. This is kept for posterity and for audit purposes. We would be lying if we said we sent you an email a year ago to a specific address and then have gone back and edit that record to say we sent it to a different one.

Do I have control over what's done with my personal or collected data? What happens if I'm up to no good?

We'll handle data according to your instructions in as much as we are legally obliged to. We will not break any laws on your behalf

What about confidentiality?

Anyone at Sugarequip who handles data does so with confidentiality and each employee has signed a non disclosure agreement to legally bind them into keeping your information private.

What happens if Sugarequip is hacked?

If we're hacked or breached in a way that affects you, we'll let you know immediately what has happened, what information could have been taken, and what steps we are taking to remedy the breach/hack. If there is information that pertains to your employees, it will be your responsibility to notify the affected people.

If I close my account with Sugarequip would you positively, absolutely delete all my data?

Yes, but the authorities could tell us to do otherwise. So unless you're up to no good, don't worry.

How do I know Sugarequip sticks to their side of the deal?

We can give you what you need to feel confident about it. You also have the right to audit us once a year, but you'd have to pay for it (unless it turns out we've broken our agreement).

What if these terms change?

If we change anything, there's a chance you'll have to accept the changes before continuing to use our Sugarequip. If you don't agree to the changes, you'll have 30 days to change your mind or stop working with Sugarequip.