

PRIVACY POLICY

1. WHO WE ARE

Pallchem is a product brand of Stanton Global (Pty) Ltd (“we”, “us”, or “our”), a company registered in South Africa.

Stanton Global is the responsible party for the processing of your personal information in terms of the Protection of Personal Information Act, 4 of 2013 (“POPIA”).

2. PURPOSE OF THIS POLICY

This Privacy Policy explains how we collect, use, store, share and protect your personal information when you:

- 2.1 Visit the Pallchem website
- 2.2 Submit enquiries or request quotations
- 2.3 Engage with us as a customer, supplier or partner
- 2.4 By using our website or interacting with us, you agree to the terms of this Privacy Policy.

3. WHAT INFORMATION WE COLLECT

3.1 Information you provide directly:

- Name and surname
- Company name
- Contact details (email address, phone number)
- Job title
- Any information submitted via forms, emails or enquiries

3.2 Information collected automatically:

- IP address
- Browser and device information
- Website usage data (pages visited, time spent, interactions)

3.3 Business-related information:

- Enquiries, orders and transaction history
- Communication records

4. HOW WE USE YOUR INFORMATION

We use your personal information to:

- 4.1 Respond to enquiries and provide quotations
- 4.2 Supply products and services
- 4.3 Communicate with you regarding your requests or orders
- 4.4 Improve our website and user experience
- 4.5 Conduct marketing (where you have consented or where permitted by law)
- 4.6 Comply with legal and regulatory obligations

5. COOKIES AND TRACKING

We use cookies and similar technologies to:

- 5.1 Ensure the website functions properly
- 5.2 Analyse website traffic and usage
- 5.3 Improve performance and user experience

You can manage or disable cookies through your browser settings. Please note that some website features may not function properly if cookies are disabled.

6. SHARING YOUR INFORMATION

- 6.1 We do not sell your personal information.
- 6.2 We may share your information with:
 - Service providers (e.g. website hosting, IT support, analytics)
 - Payment processors (where applicable)
 - Professional advisors (legal, financial)
 - Regulatory authorities where required by law
- 6.3 All third parties are required to handle your information securely and in accordance with applicable data protection laws.

7. INTERNATIONAL TRANSFERS

In some cases, your information may be processed outside South Africa (e.g. through cloud or software providers). Where this occurs, we take reasonable steps to ensure that your information remains protected in accordance with this Privacy Policy.

8. DATA RETENTION

We retain personal information only for as long as necessary to:

- 8.1 Fulfil the purpose for which it was collected
- 8.2 Comply with legal, tax or regulatory requirements
- 8.3 Resolve disputes or enforce agreements
- 8.4 When no longer required, your information will be securely deleted or anonymised.

9. SECURITY

- 9.1 We implement appropriate technical and organisational measures to protect your personal information against:
 - Unauthorised access
 - Loss or damage
 - Misuse or disclosure
- 9.2 However, no system is completely secure, and we cannot guarantee absolute security.

10. YOUR RIGHTS

- 10.1 In terms of POPIA, you have the right to:
 - Access your personal information
 - Request correction or deletion
 - Object to processing
 - Withdraw consent (where applicable)
 - To exercise your rights, please contact us using the details below.
- 10.2 You also have the right to lodge a complaint with the Information Regulator of South Africa.

11. LINKS TO THIRD-PARTY WEBSITES

Our website may contain links to third-party websites. We are not responsible for their privacy practices, and you should review their policies separately.

12. CHILDREN'S INFORMATION

Our website and services are intended for business use and are not directed at individuals under the age of 18. We do not knowingly collect personal information from minors.

13. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

14. CONTACT DETAILS

Information Officer

Stanton Global (Pty) Ltd

Email: veronique@stanton.global.

Address: 1050 Liner Avenue, Laser Park, Honeydew, Gauteng, South Africa

Effective Date: March 2026