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Würth Industry South Africa (Pty) Ltd Website Privacy Policy

Würth Industry South Africa (Pty) Ltd is pleased to have you visit our website and welcomes your interest in our company and our products.

This Privacy Policy explains how Würth Industry South Africa (Pty) Ltd collects, uses, discloses, and protects personal information through our website. It is designed to comply with South Africa's Protection of Personal Information Act and other applicable laws.

Würth Industry South Africa (Pty) Ltd respects your privacy

The protection of your privacy in the processing of your personal data is an important concern which we pay special attention to during our business processes. We process personal data collected during your visit to our websites confidentially and solely in compliance with legal provisions.

Data protection and information security are part of our corporate policy.

1. INTERPRETATION

In this document, except where the context clearly indicates a contrary intention :

- 1.1 **Personal information means :** any information that identifies or relates to an identifiable person, including but not limited to name, contact details, identity number, location data, and online identifiers.
- 1.2 **Processing means :** any operation performed on personal information, such as collection, recording, organization, storage, alteration, retrieval, use, disclosure, or destruction.
- 1.3 **Data subject means :** the individual to whom personal information relates
- 1.4 **Würth Industry means :** Würth Industry South Africa (Pty) Ltd
- 1.5 **The Site means :** Würth Industry South Africa (Pty) Ltd web site
- 1.6 **POPIA means :** South Africa's Protection of Personal Information Act
- 1.7 **The Policy means :** Würth Industry South Africa (Pty) Ltd Website Privacy Policy
- 1.8 **Referrer means :** the website from which you visit us
- 1.9 **Downloads means :** files downloaded
- 1.10 **Site Search means :** individual links clicked, search words or search phrases



2. COLLECTION AND PROCESSING OF PERSONAL DATA

Würth Industry collects the following categories of information: *(The categories of personal information and processing activities described in this Privacy Policy are illustrative and not exhaustive).*

- 2.1 Personal information you provide directly
- 2.2 Contact details (name, email, telephone, address)
- 2.3 Identity information (ID number, date of birth)
- 2.4 Account credentials (username, password)
- 2.5 Non-personal information collected automatically
- 2.6 IP address, browser type, operating system
- 2.7 Device identifiers, pages visited, time spent on pages
- 2.8 Cookies and usage analytics

Personal data is only stored when voluntarily given by you for a determined purpose e.g. in context of a registration, a survey, a contest or in performance of a contract.

In addition, the following information is collected when visiting our website: IP addresses, the website from which you visit us (referrer), pages viewed, files downloaded (downloads), videos viewed/audio tracks listened to, individual links clicked, search words or search phrases (site search), duration of visit, browser used, etc. If the visit is a result of online advertising such as banners, video ads, search engine advertising, etc., we also record which banner, AdWords, etc. motivated the visit to Würth websites. The insights gained enable us to further optimize our websites and tailor them even better to our visitors' needs.

3. USE OF COOKIES

- 3.1 **Würth Industry Cookies** : Würth Industry uses cookies and active components (e.g. JavaScript) to track visitors' preferences and customize the design of the websites. Cookies are small text files stored on your computer when you visit our website. You can delete the cookies at any time. However, this can result in some functions no longer being available. For information on deleting the cookies, please consult your browser's help function.
- 3.2 **Third-party cookies** : Some Würth Industry Websites incorporate content and services from other providers (e.g. YouTube, Facebook, Google, Twitter) who, in turn, may use cookies and active components. Würth has no influence on the processing of personal data by these providers.

4. USE OF THE GOOGLE ANALYTICS, WEB ANALYTICS TOOL

Würth Industry uses the Google Analytics web analytics tool to carry out access measurements. The access data is collected in anonymized form so that it can no longer be traced back to a user. This is done by anonymizing the IP address.

Cookies are used for metrics to enable website usage to be analysed.

Only authorized persons have access to this anonymized data.

5. USE OF SOCIAL PLUGINS AS PART OF SOCIAL MEDIA

5.1 Facebook

Würth Industry websites use social plugins ("plugins") from the social network Facebook.com, which is operated by Facebook Inc., Palo Alto, CA, USA ("Facebook"). The plugins are identified with the Facebook logo or the suffix "Facebook", "like", or "share".

If you visit a page on our website that contains such plugins, they are initially disabled. The plugins are not enabled until you click the button that is provided. By enabling the plugins, you establish the connection to Facebook and declare your consent to the transmission of data to Facebook.

If you are logged into Facebook, Facebook can associate the visit with your Facebook account. If you press the respective button, the corresponding information is transmitted directly to Facebook by your browser and stored there.

For information about the scope and purpose of data collection, the further processing and use of the data by Facebook, and your rights and the settings you can configure to protect your privacy, please refer to the Facebook Data Protection Notice.

If you do not want Facebook to collect data about you via our website, you must log out of Facebook before visiting our site.

5.2 YouTube

Würth Industry websites use the YouTube video platform operated by YouTube LLC, 901 Cherry Ave. San Bruno, CA 94066 USA. YouTube is a platform that enables playback of audio and video files.

When you load a page on our website, the integrated YouTube player establishes a connection to YouTube to ensure the technical transmission of the video or audio file. When the connection to YouTube is established, data is transferred to YouTube.

For information about the scope and purpose of data collection, the further processing and use of the data by YouTube and your rights and the settings you can configure to protect your privacy, please refer to the YouTube Data Protection Notice.

6. USE OF EXTERNAL LINKS

Würth Industry Service websites may contain links to third-party websites operated by providers that are not associated with us. After you click the link, we no longer have any influence over the collection, storage, or processing of any personal data transmitted by clicking the link (such as the IP address or URL of the page that contains the link), as the behaviour of third parties is, by nature, beyond our control. Therefore, Würth is not responsible for the processing of personal data by third parties.

Data Security

We implement administrative, technical, and physical safeguards to protect information from unauthorized access, alteration, disclosure, or destruction. These include:

- Encryption in transit (HTTPS)
- Access controls and authentication measures
- Regular security assessments and audits

Data Retention

We retain personal information only as long as necessary to:

- Fulfil the purposes for which it was collected
- Comply with legal, tax, or accounting obligations
- Resolve disputes and enforce agreements

When no longer required, we securely delete or anonymize the data.

International Transfers

If we transfer personal information outside South Africa, we ensure:

- Transfer to countries with adequate data protection laws
- Appropriate safeguards such as contractual clauses or binding corporate rules

Your Rights Under POPIA

You have the right to:

- Request access to your personal information
- Request correction or deletion of inaccurate information
- Withdraw consent at any time (where processing is based on consent)
- Object to or restrict processing in certain circumstances
- Lodge a complaint with the Information Regulator

Children's Privacy

- Our Site is not directed at children under 18. We do not knowingly collect personal information from minors. If you believe we have inadvertently collected data from a minor, please contact us for deletion.

USE OF PERSONAL DATA AND PURPOSE SPECIFICATION

Würth Industry or a service provider engaged by Würth Industry uses your personal data for the purpose of technical administration of websites, customer administration, product surveys, enquiries you submit to Würth and only in the scope necessary for this purpose or according to the description of processing purposes given at the corresponding locations of our websites. Our employees and the service providers engaged by Würth are obliged to maintain confidentiality and to comply with the provisions of POPIA and in addition, the compliance to all necessary technical and organizational measures will be ensured.

Security

Würth Industry takes security precautions to ensure that your data we have under our control is protected against tampering, loss, destruction, access by unauthorized persons, or unauthorized disclosure. Our security measures are being continuously improved in accordance with the state of technological developments.

ADVERTISING

When you provide us with personal data, we use it to inform you about our products and services and, where applicable, to include you in surveys about them, provided you have given us your express consent to use your personal data for advertising purposes.

If you have granted your consent for such use but no longer wish to receive advertising from Würth Industry, you can revoke your consent at any time. Your data is then deleted, or if it is necessary for billing and accounting purposes, blocked accordingly.

REVOKING CONSENT

You can also revoke your consent to the collection, processing, and use of your personal data for the future.

The personal data will be deleted if the consent for the storage has been revoked, if the knowledge of the personal data for the performance of the purpose is no longer necessary or if the storage of the personal data is inadmissible due to other legal reasons.

Data which is necessary for billing and accounting purposes, or which is subject to the legal obligation to preserve is not affected.

You may request access and/or correct the personal data currently in our possession or control by submitting a written request to us. We will need enough information from you to ascertain your identity as well as the nature of your request, to be able to deal with your request. Please submit your written request at info@wurthindustry.co.za