

RR Industrial – Privacy Policy

RR Industrial respects your privacy. This policy explains what personal information we collect through our website, how we use it, and your rights under the Protection of Personal Information Act (POPIA).

Information we collect

- **Contact Us and Equipment Repairs forms:** your name, email address, phone number, company name and the details of your enquiry or equipment.
- **Online orders:** your name, company name, billing and delivery address, phone number and email address.
- **Customer accounts:** your login details, saved addresses and order history.
- **Website visits:** basic technical information such as your device, browser and the pages you view, collected through cookies and Google Analytics.

We never see or store your card details. Online payments are processed securely by PayFast.

How we use it

We use your information to:

- respond to your enquiries and send quotes
- process, deliver and support your orders
- collect, repair and return your equipment
- keep our website secure and improve it
- send occasional news or offers, only if you agreed to receive them (you can unsubscribe at any time)

We do not sell or rent your personal information to anyone.

Cookies and Google Analytics

Our website uses cookies to run the shopping cart and remember your preferences. We also use Google Analytics to see how visitors use our site, for example which pages are most popular. We look at this information in summary form only and do not use it to identify you.

You can block cookies in your browser settings, or stop Google Analytics with Google's [opt-out browser add-on](#).

Who we share it with

We only share your information with trusted service providers that help us run our business: PayFast (payments), courier companies (deliveries and equipment collections), our website host, and Google (website statistics). They may only use it to provide their service to us. We will also share information if the law requires us to.

Keeping your information safe

We keep your information only for as long as we need it, or as long as the law requires for tax and accounting records. Our website uses a secure (HTTPS) connection, a firewall and up-to-date

software to protect your information.

Your rights

You can ask us at any time to:

- show you the personal information we hold about you
- correct or update it
- delete it, where we no longer need to keep it
- stop sending you marketing messages

If you have a customer account, you can also update your details under [My Account](#).

Contact us

For any questions about this policy or your personal information, contact Rynhardt du Plessis:

- **Email:** enquiries@rrindustrial.co.za
- **Phone:** 012 998 0010
- **Address:** Cnr Niesewand & Duvernoy, Unit 5, Constantia Village, Constantia Park, Pretoria, 0181

Changes to this policy

We may update this policy from time to time. The latest version will always be available on our website.