

PRIVACY POLICY

projectlighting.co.za • Project Lighting (Pty) Ltd • Version 1.0, October 2026

1. Introduction

1.1 Project Lighting (Pty) Ltd, Registration No. 2025/565960/07, trading as The Project Lighting & Design Group (“we”, “us”), respects your privacy. This policy explains how we collect, use, share and protect personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”). It applies to our website, projectlighting.co.za, and to our dealings with customers, suppliers, contractors and other business contacts.

1.2 We are the responsible party for personal information we process. Our Information Officer is Crispin Inglis, Director, who may be contacted at crispin@projectlighting.co.za or at Unit 7, No. 5 Section Street, Paarden Eiland, Cape Town, 7405.

2. Information we collect

2.1 Information you give us: your name, company, position, email address, telephone number, postal and delivery addresses, project details, and the content of enquiries, quotation requests and correspondence; and, where you apply for credit, registration and identity numbers, financial information and trade references.

2.2 Information collected automatically when you use the website: IP address, browser and device type, pages visited, referring site and similar analytics data, collected through cookies and similar technologies (see section 8).

2.3 Information from third parties: credit bureaux and trade references (where you apply for credit), and publicly available business information.

2.4 We do not knowingly collect personal information from children under 18, and our website and services are directed at businesses and adults. We do not collect special personal information (such as health, religious or biometric information) in the ordinary course.

3. How we use your information

3.1 We use personal information to: respond to enquiries and prepare quotations and lighting designs; conclude and perform contracts for the supply of goods and services, including delivery and invoicing; assess creditworthiness and manage accounts; provide warranty and after-sales support; comply with legal obligations (including tax, company and consumer protection laws); protect our rights and recover amounts owed; operate, secure and improve our website; and, with your consent or where permitted by POPIA, send you information about our products and services.

3.2 The lawful bases for this processing under POPIA are: performance of a contract with you; compliance with a legal obligation; protection of your or our legitimate interests; and, where required, your consent, which you may withdraw at any time.

4. Direct marketing

4.1 We will only send you electronic direct marketing if you are an existing customer (in which case you may opt out at any time) or you have consented. Every marketing message will contain a way to unsubscribe. We do not sell or rent personal information to third parties for their marketing.

5. Sharing your information

5.1 We share personal information only as needed for the purposes above with: companies in our group and our supply, warehousing, logistics and certification partners, where they perform services for us; manufacturers and suppliers, for product supply and warranty; couriers and delivery providers; our accountants, attorneys, bankers, insurers and auditors; credit bureaux and trade references, where you apply for credit; IT, hosting, email and software service providers who process information on our behalf under written agreements; and regulators, courts or law enforcement where required by law.

5.2 All service providers who process personal information on our behalf are required to keep it confidential and secure and to use it only on our instructions.

6. Transfers outside South Africa

6.1 Some of our service providers (such as email, cloud storage and website hosting) store information on servers outside South Africa. Where this happens we ensure the recipient is subject to laws or binding agreements providing a level of protection substantially similar to POPIA, as section 72 of POPIA requires.

7. Retention and security

7.1 We keep personal information only as long as needed for the purposes for which it was collected, or as required by law (for example, financial and tax records are kept for at least 5 years, and company records for 7 years). Enquiry information that does not lead to a transaction is deleted within 24 months. Information is then deleted or de-identified.

7.2 We take appropriate, reasonable technical and organisational measures to protect personal information against loss, unauthorised access, disclosure or destruction, including access controls, secure hosting, encryption in transit and staff confidentiality obligations. If a security compromise occurs that affects your information, we will notify you and the Information Regulator as POPIA requires.

8. Cookies

8.1 Our website uses cookies and similar technologies to make it work, to remember your preferences and to understand how it is used (for example, through web analytics tools). Most browsers allow you to refuse or delete cookies; if you do, some parts of the website may not function properly. By continuing to use the website with cookies enabled you consent to their use as described here.

9. Your rights

9.1 You have the right to: be told what personal information we hold about you and to request access to it; ask us to correct or delete information that is inaccurate, irrelevant, excessive, out of date, incomplete or unlawfully obtained; object to processing based on our legitimate interests, and to direct marketing at any time; withdraw consent where processing is based on consent; and complain to the Information Regulator.

9.2 To exercise these rights, contact our Information Officer at crispin@projectlighting.co.za. We may ask you to verify your identity. We will respond within a reasonable time and in any event within 30 days, and we may charge the prescribed fee for access requests as permitted by the Promotion of Access to Information Act 2 of 2000. Our PAIA manual is available on request.

9.3 The Information Regulator (South Africa) may be contacted at JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001; email: complaints.IR@justice.gov.za; website: inforegulator.org.za.

10. Third-party websites

10.1 Our website may link to manufacturers' and other third-party websites. This policy does not apply to those sites, and we are not responsible for their privacy practices. Please read their policies.

11. Changes to this policy

11.1 We may update this policy from time to time. The current version will always be published on our website with its version date. Material changes will be highlighted on the website or notified to you where appropriate.

12. Contact

12.1 Questions about this policy or how we handle personal information may be directed to the Information Officer, Crispin Inglis, at crispin@projectlighting.co.za, telephone 078 566 5974, or by post to Unit 7, No. 5 Section Street, Paarden Eiland, Cape Town, 7405.