



CONSENT TO PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

Dear Valued Customer of Hearing Aid Lab Pty Ltd including our subsidiaries/associated entities, mentioned as Hearing Aid Labs hereon:

Updating of records in line with POPIA

We hereby request that you as our valued customer assist us in keeping your personal information accurate and up to date and in line with the Protection of Personal Information Act (POPIA). You may do so by sending all relevant information to info@hearingaidlabs.co.za or contacting the company telephonically on 031 561 2169.

What is the POPI Act

POPI refers to South Africa's Protection of Personal Information Act. This Act regulates the "Processing" of "Personal Information".

"Personal Information" means information relating to an identifiable, living, natural person or juristic person (sole proprietors, companies, CC's etc.)

"Processing" means what is done with the Personal Information collected, including usage, storage, dissemination to 3rd parties, alteration or deletion (whether such processing is automated or not).

Why do we need your information and what do we do with it?

We are a responsible party in terms of the POPIA. Lawfully we require your information in order to provide our services and products to you. Hearing Aid Labs only uses your information (provided to us by yourself) for purposes relating to our legitimate business operations and to comply with our obligations towards you as a customer. These purposes include; providing information on products and/or services requested by you, establishing your needs and preferences in relation to products and/or services we provide, helping us identify you when you contact us, facilitating delivery of provided goods to you and/or collecting goods provided to us from you and maintaining your records. We may also be required to share your personal and business information to our company attorneys for any legal proceeding should it be deemed necessary.

Storage, retention, and destruction of information

All information provided to Hearing Aid Labs by yourself will be stored securely and held for the purpose for which it was collected. This information may be utilized only by employees within Hearing Aid Lab Group and where appropriate some information may be retained in hard copy. Hearing Aid Labs assures you that storage will be secure and audited regularly regarding the safety and security of the information.



Shop 19A Umhlanga Centre
189 Ridge Road
Tel: 031 561 2169
Email: info@hearingaidlabs.co.za
Practice Number: 8300194

HEARING AID LAB

(PTY) LTD

Acknowledgement and consent

Compliance with the POPIA is mandatory for all organisations in South Africa. POPIA makes it illegal to collect, use or store the personal information of customers and businesses unless it is done in accordance with the laws and regulations prescribed in the Act. Should we not receive any response from you before the 3rd of July 2021, we will accept that your personal information is accurate and up to date and that we have your permission to process, collect, store and share your information in accordance with the POPI act and in a manner which protects the privacy and security of the information.

Complaints in terms of the Act

In terms of section 11(3) of the Act, the supplier has the right to object in the prescribed manner to the company processing its personal information. You may lodge a complaint with the company's Information Officer at the contact details provided below:

Email : info@hearingaidlabs.co.za

Kind regards

Hearing Aid Labs