



## Privacy Policy

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Loadmor Deliveries (“we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA). This Privacy Policy explains how we collect, use, store, and protect your personal information.

“Personal Information” refers to any information relating to an identifiable natural or juristic person as defined under POPIA.

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### 1. Information We Collect

We may collect the following personal information when you use our services:

- Full name, contact details (email, phone number).
- Physical address and delivery location.
- Payment information (processed securely via our payment provider).
- Delivery details (package information, collection/delivery addresses).
- Any additional information you voluntarily provide when contacting us.

We do not knowingly collect information from minors without verified consent from a competent person.

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### 2. How We Use Your Information

We use your personal information to:

- Process and deliver your orders efficiently.
- Communicate with you regarding your deliveries.
- Improve our services and customer experience.
- Comply with legal obligations and prevent fraud.

### **3. Legal Basis for Processing**

We process your personal information based on:

- Your consent.
  - Performance of a contract or service agreement.
  - Compliance with legal obligations.
  - Legitimate business interests (fraud prevention, service improvement).
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### **4. How we Share Your Information**

We do not sell, rent, or trade your personal information to third parties.

We may share your personal information only where necessary to operate our courier services, including:

- With technology service providers that support our booking systems, dispatch and tracking software, invoicing platforms, cloud storage, and mapping or location services.
- With delivery drivers or independent contractors, limited strictly to the information required to complete a delivery.
- With payment processors to securely process transactions.  
Where required by law, regulation, or legal process.

All third parties are contractually required to safeguard your personal information and to process it only for the purposes authorised by Loadmor Deliveries.

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### **5. Data Storage, Retention and Security**

- Your personal information is stored securely using appropriate technical and organizational measures.
- Access to your information is limited to authorized personnel only.
- We retain personal information only as long as necessary to provide our services or comply with legal obligations.

#### **Retention Periods:**

- Delivery records: 5 years.
- Account information: As long as the account is active + 5 years.
- Communication records: 1 year.
- Legal or financial records: As required by law.

## 6. Your Rights

Under POPIA, you have the right to:

- Request access to your personal information.
- Request correction of any inaccurate, incomplete, or outdated information.
- Object to the processing of your personal information.
- Request deletion or destruction of your personal information, where applicable.

Requests can be sent to [Info@loadmor.co.za](mailto:Info@loadmor.co.za). We will respond within the timeframes required by POPIA.

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## 7. Cookies, Forms and Online Tracking

Our website and booking platforms may use cookies, embedded forms, and similar technologies to:

- Enable booking submissions and order processing.
- Capture delivery locations for routing and dispatch accuracy.
- Improve website functionality and user experience.

Information collected may include browser type, device information, IP address, and form-submitted data.

You may adjust your browser settings to manage cookies; however, disabling cookies may affect certain website or booking features.

## Location Information

Location information provided through booking forms, maps, or address fields is used solely for delivery routing, driver dispatch, and service accuracy.

We do not use location data for marketing or profiling purposes.

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## 8. Data Breach Notification

If a breach occurs that compromises your personal information:

- You will be notified as soon as reasonably possible.
- The Information Regulator will be notified as required.
- We will take corrective measures to limit further risk.

## 9. Updates to This Privacy Policy

- We may update this Policy occasionally.
  - Updates take effect once posted on our website.
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## 10. Contact Information

If you have any questions about this Privacy Policy or our handling of your personal information, please contact us:

### **Loadmor Deliveries (Pty) Ltd**

Email: [Info@loadmor.co.za](mailto:Info@loadmor.co.za)

Phone: 061 225 3428

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**Note:** By submitting your personal information through our booking forms, website, or communication channels, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and processing of your personal information as described herein.

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