



Loadmor Deliveries (Pty) Ltd – Privacy Policy

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.

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.

Loadmor Deliveries collects and processes only the minimum personal information necessary to fulfil its services and legal obligations. We do not knowingly collect information from minors without verified consent from a competent person.

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.
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3. Legal Basis for Processing

Loadmor Deliveries processes personal information in accordance with the Protection of Personal Information Act (POPIA) on the following lawful bases:

- **Performance of a Contract:**
Processing is necessary to fulfil delivery services requested by the Customer, including collection, transportation, tracking, and delivery of Parcels.
 - **Compliance with Legal Obligations:**
Processing required to comply with applicable laws, regulations, and legal processes.
 - **Legitimate Business Interests:**
Processing necessary for fraud prevention, service improvement, operational efficiency, and security.
 - **Consent (where applicable):**
In limited circumstances, personal information may be processed based on the Customer's consent, particularly for non-essential services or communications. Consent may be withdrawn at any time, subject to legal and contractual limitations.
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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.

Disclosure of Personal Information to Third-Party Service Providers (Courier Partners)

Loadmor Deliveries operates as a logistics facilitator and utilises a network of independent third-party courier service providers (“Courier Partners”) to assist in fulfilling delivery services, particularly for regional and national shipments.

To provide our services, Loadmor Deliveries may collect, process, and disclose certain personal information to Courier Partners strictly on a need-to-know basis and solely for the purpose of executing delivery-related services. This may include, but is not limited to:

- Name and contact details of the sender and/or recipient.
- Collection and delivery addresses
- Parcel and shipment details
- Tracking and status information
- Any other information required to complete the delivery.

Such processing and disclosure are performed in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”), and only to the extent necessary for the performance of the services requested by the client.

By using Loadmor Deliveries’ services, the client acknowledges and consents to the sharing of their personal information with Courier Partners for the purpose of facilitating, transporting, tracking, and delivering parcels.

Loadmor Deliveries will take reasonable, proportionate steps to ensure that Courier Partners process personal information in a manner that is aligned with applicable data protection principles, including confidentiality and lawful processing. However, Courier Partners are independent operators and may maintain their own privacy policies and data protection practices, which Loadmor Deliveries does not control.

Personal information shared with Courier Partners will not be used for purposes other than those related to the fulfilment of delivery services, unless otherwise required by law or with the client’s consent.

Where required, Loadmor Deliveries may also disclose personal information to other third parties such as payment processors, regulatory authorities, or service providers involved in the operation of its business, strictly in accordance with applicable legal obligations and data protection principles.

Loadmor Deliveries remains committed to safeguarding personal information and will only process such information in a lawful, reasonable, and transparent manner in line with POPIA.

Cross-Border Data Transfers

In certain circumstances, personal information may be transferred to service providers or Courier Partners located outside of South Africa.

Where such transfers occur, Loadmor Deliveries will take reasonable steps to ensure that the recipient is subject to data protection laws or agreements that provide an adequate level of protection in accordance with POPIA.

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: If the account is active + 5 years.
 - Communication records: 1 year.
 - Legal or financial records: As required by law.
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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. We will respond within the timeframes required by **POPIA**.

Limitation on Withdrawal of Consent

Where the processing of personal information is necessary for the performance of a contract or compliance with legal obligations, the Customer acknowledges that withdrawal of consent may limit or prevent Loadmor Deliveries from providing the requested Services.

Loadmor Deliveries reserves the right to retain and process personal information where required to fulfil contractual obligations, resolve disputes, enforce agreements, or comply with applicable laws.

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.

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. Information Officer

Loadmor Deliveries has appointed an Information Officer responsible for ensuring compliance with the Protection of Personal Information Act (POPIA).

All requests relating to personal information, including access, correction, or deletion, may be directed to:

Information Officer

Email: Info@loadmor.co.za

Phone: 061 225 3428

10. Updates to This Privacy Policy

- We may update this Policy occasionally.
 - Updates take effect once posted on our website.
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11. 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

Phone: 061 225 3428

Note: By using Loadmor Deliveries' services or submitting personal information through our platforms, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and processing of your personal information as described herein.

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