EVA SYSTEMS POPIA PRIVACY POLICY

Effective Date: July 2017

Last Updated: August 2026

1. INTRODUCTION

EVA Systems (Pty) Ltd ("EVA Systems", "we", "us" or "our") respects your privacy and is committed to protecting personal information processed through our website and in the course of our business activities.

This Privacy Policy explains how EVA Systems collects, uses, stores, shares and protects personal information in accordance with the **Protection of Personal Information Act 4 of 2013 ("POPIA")** and other applicable South African legislation.

This Privacy Policy applies to visitors to the EVA Systems website, prospective and existing clients, suppliers, service providers and other persons who interact with us electronically.

2. ABOUT EVA SYSTEMS

EVA Systems provides industrial reliability, engineering, condition monitoring, vibration analysis, balancing and related technical services and solutions to industrial and commercial clients.

Legal Entity: EVA Systems (Pty) Ltd
Registration Number: 2017/483662/07
Registered/Business Address: 54 Via Salara Crescent, Irene Corporate Corner, 0157
Email: info@evasystems.tech
Telephone: +27 (87) 265 7322
Website: www.evasystems.tech

For purposes of POPIA, EVA Systems is the responsible party in respect of personal information processed by it.

3. INFORMATION WE MAY COLLECT

Depending on how you interact with us, we may collect information including:

- your name and surname;
- company or organisation name;
- job title or position;
- business email address;
- telephone or mobile number;
- information provided through website contact or enquiry forms;
- information contained in correspondence with EVA Systems;
- details regarding the services, products or technical assistance you enquire about;
- IP address and general device or browser information;
- website usage and analytics information;
- cookie and similar technology information; and
- any other information that you voluntarily provide to us.

We do not intentionally collect personal information that is not reasonably required for our business activities or the operation of our website.

4. HOW WE COLLECT INFORMATION

Personal information may be collected when you:

- submit an enquiry through our website;
- contact us by email, telephone or other electronic means;
- request information regarding our services or solutions;
- request a quotation or proposal;
- engage EVA Systems to provide services;
- subscribe to communications where such functionality is available;
- interact with us at exhibitions, conferences or industry events; or
- browse or interact with our website.

Certain technical information may be collected automatically through cookies, analytics tools and standard website technologies.

5. PURPOSES FOR PROCESSING PERSONAL INFORMATION

EVA Systems may process personal information for purposes including:

- responding to enquiries;
- communicating with existing and prospective clients;
- preparing quotations, proposals and technical submissions;
- providing industrial and engineering services;
- arranging site visits, assessments and technical support;
- managing client and supplier relationships;
- administering contracts and projects;
- invoicing and financial administration;
- improving our website, services and customer experience;
- maintaining website and information security;
- complying with legal, regulatory and contractual obligations;
- keeping appropriate business and project records; and
- sending relevant business or marketing communications where permitted by law.

We will not use personal information for purposes that are materially incompatible with the purpose for which it was collected unless permitted or required by law.

6. LAWFUL PROCESSING

EVA Systems will process personal information only where there is an appropriate legal basis for doing so.

Depending on the circumstances, this may include:

- where you have provided consent;
- where processing is necessary to perform or conclude a contract;
- where processing is necessary to comply with a legal obligation;
- where processing protects a legitimate interest of EVA Systems or a third party; or
- where processing is otherwise permitted under applicable law.

7. COOKIES AND WEBSITE ANALYTICS

The EVA Systems website may use cookies and similar technologies to ensure that the website operates correctly, understand how visitors use the website, improve website performance and measure engagement.

Cookies may include essential, functional and analytical cookies.

Where required, visitors will be given appropriate options regarding non-essential cookies.

You may also configure your browser to reject or restrict cookies. Certain website functionality may be affected if cookies are disabled.

8. SHARING OF PERSONAL INFORMATION

EVA Systems does not sell personal information.

We may share personal information where reasonably necessary with:

- authorised EVA Systems employees;
- IT and website service providers;
- cloud hosting or data-storage providers;
- professional advisers;
- contractors or service providers assisting EVA Systems;
- payment, accounting or financial service providers;
- regulatory or government authorities where legally required; and
- other parties where disclosure is required or permitted by law.

Where third parties process personal information on behalf of EVA Systems, we will take reasonable steps to ensure that appropriate confidentiality and security measures are in place.

9. CROSS-BORDER PROCESSING

Certain technology, cloud, email, website hosting or software service providers used by EVA Systems may process or store information outside South Africa.

Where personal information is transferred outside South Africa, EVA Systems will take reasonable steps to ensure that such transfer is handled in accordance with applicable POPIA requirements.

10. INFORMATION SECURITY

EVA Systems takes reasonable technical and organisational measures to protect personal information against:

- loss;
- unauthorised access;
- unlawful processing;
- alteration;
- disclosure; and
- destruction.

While reasonable measures are taken to protect information, no internet-based transmission or electronic storage system can be guaranteed to be completely secure.

11. DATA RETENTION

Personal information will be retained only for as long as reasonably necessary for the purpose for which it was collected or as required by applicable legal, contractual, tax, regulatory or operational requirements.

When personal information is no longer required, EVA Systems will take reasonable steps to delete, destroy or de-identify it where appropriate.

12. YOUR RIGHTS

Subject to POPIA and applicable law, you may have the right to:

- request confirmation of whether EVA Systems holds personal information about you;
- request access to your personal information;
- request correction or updating of inaccurate information;
- request deletion or destruction of information where legally appropriate;
- object to certain processing of your personal information;
- withdraw consent where processing is based on consent; and
- lodge a complaint with the Information Regulator of South Africa.

Certain rights may be subject to limitations imposed by law.

13. DIRECT MARKETING

EVA Systems may communicate with existing or prospective business contacts regarding services, solutions, events or information that may reasonably be relevant to them, subject to applicable law.

Where required, consent will be obtained before electronic direct marketing communications are sent.

Recipients may request to unsubscribe from marketing communications at any time.

14. THIRD-PARTY WEBSITES

The EVA Systems website may contain links to websites operated by third parties.

EVA Systems does not control those websites and is not responsible for their privacy practices, content or security.

Visitors should review the privacy policies of third-party websites before providing personal information to them.

15. INFORMATION OFFICER

Questions, requests or concerns regarding personal information may be directed to EVA Systems' Information Officer:

Information Officer: Monique van den Heever
Email: monique@evasystems.tech
Telephone: +27 (87) 265 7322

16. INFORMATION REGULATOR

A person who believes that their personal information has been processed contrary to POPIA may lodge a complaint with the Information Regulator of South Africa.

Current contact details for the Information Regulator are available from the Information Regulator's official website.

17. CHANGES TO THIS PRIVACY POLICY

EVA Systems may update this Privacy Policy from time to time to reflect changes to its business, website, technologies or applicable legal requirements.

The current version will be published on the EVA Systems website and the “Last Updated” date amended accordingly.

18. CONTACT US

For questions regarding this Privacy Policy or EVA Systems' processing of personal information, please contact:

EVA Systems (Pty) Ltd
Email: info@evasystems.tech
Telephone: +27 (87) 265 7322
Address: 54 Via Salara Crescent, Irene Corporate Corner, 0157