

# **RITTER GAS SERVICES & SUPPLIES (PTY) LTD**

## **PROTECTION OF PERSONAL INFORMATION POLICY**

### **(POPIA POLICY)**

Practical Compliance Version

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PROTECTION OF PERSONAL INFORMATION POLICY (POPIA POLICY)

Practical Compliance Version

Company Name: Ritter Gas Services & Supplies (Pty) Ltd

Registration Number: 2013/154606/07

Physical Address: 2 Burg Street, Malmesbury, Western Cape, South Africa

Telephone: 022 482 3876

Email: [projects@rittergas.co.za](mailto:projects@rittergas.co.za)

Website: [www.rittergas.co.za](http://www.rittergas.co.za)

Effective Date: 01 June 2026

Review Date: Annually or as required by legislation

1. **PURPOSE OF THIS POLICY** Ritter Gas Services & Supplies (Pty) Ltd (“Ritter Gas”, “we”, “us”, or “our”) is committed to protecting the personal information of customers, employees, suppliers, contractors, trainees, website users, and other persons whose information we process.

This Policy explains how Ritter Gas collects, stores, uses, shares, protects, and retains personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”), the Promotion of Access to Information Act 2 of 2000 (“PAIA”), and other applicable South African legislation where relevant.

Ritter Gas only processes personal information that is reasonably necessary for lawful business, compliance, operational, safety, contractual, training, financial, and regulatory purposes.

2. **APPLICATION OF THIS POLICY** This Policy applies to personal information processed by Ritter Gas relating to customers and prospective customers, LPG installation and service clients, cylinder refill and exchange customers, suppliers, contractors, consultants and service providers, employees and employment applicants, trainees attending LPG or safety training, website visitors and persons making enquiries, persons communicating via email, WhatsApp, telephone or social media, and visitors to Ritter Gas premises where CCTV may operate.

3. **WHAT PERSONAL INFORMATION WE MAY COLLECT** Ritter Gas only collects information reasonably required for operational, legal, safety, contractual, financial, or compliance purposes.

Identity and Contact Information:

- Full names
- Company name
- Identity or registration number (where legally required)

- Physical and postal address
- Telephone number
- Email address

Business and Service Information:

- LPG installation details
- Site addresses
- Compliance documentation
- Gas installation records
- Certificates of Conformity (CoCs)
- Technical reports
- Inspection reports
- Quotations and service records

Financial and Transaction Information:

- Invoices
- Payment records
- Banking details where required for payment processing
- Credit application information where applicable

Training Information:

- Attendance registers
- Competency assessments
- Training certificates
- Practical assessment outcomes

Website and Communication Information:

- Enquiry information submitted via website forms
- Email communications
- WhatsApp correspondence
- Telephone enquiry information
- General customer support communications

CCTV and Premises Security:

Where applicable, CCTV footage may be recorded for security, crime prevention, safety monitoring, and protection of persons and company property.

4. PURPOSE FOR PROCESSING INFORMATION Ritter Gas processes information only for lawful and legitimate business purposes including providing LPG products and services; quotations and invoices; LPG installations, inspections, repairs, maintenance and commissioning; maintaining installation, compliance and CoC records; cylinder refill or exchange transactions; training and competency assessments; communication with customers, suppliers and contractors; legal, safety, tax, labour, accounting, insurance or regulatory obligations; premises security; enquiries; complaints, disputes and warranties; and service improvement.

5. HOW INFORMATION IS COLLECTED Information may be collected directly from the person concerned; during quotations or service requests; during installations or inspections; through website enquiry forms; through WhatsApp, email, telephone or written communication; during training registration or attendance; through invoices, contracts, agreements or legal documentation; and through CCTV systems where applicable.

6. LEGAL BASIS FOR PROCESSING Ritter Gas processes personal information when consent has been given where required; processing is necessary to provide goods or services; fulfil contractual obligations; required by law; protects a legitimate business interest; or is necessary for safety, compliance, insurance, financial, labour or regulatory purposes.

7. SHARING OF PERSONAL INFORMATION Ritter Gas will not sell personal information. Information may be shared only where reasonably necessary with regulatory authorities, LPG compliance bodies, inspection authorities, accountants, auditors, insurers, attorneys or professional advisors, service providers acting on behalf of Ritter Gas, payment service providers, and government or law enforcement authorities where legally required.

8. INFORMATION SECURITY Ritter Gas takes reasonable technical and organisational steps to protect personal information against loss, misuse, unauthorised access, destruction and unlawful disclosure. Safeguards may include password-protected systems, controlled access to records, locked filing systems, secure storage of compliance and financial records, restricted staff access and reasonable cybersecurity practices.

9. RETENTION OF INFORMATION Ritter Gas retains information only for as long as reasonably necessary to fulfil legal, contractual, compliance, operational, safety, taxation, labour, insurance, accounting, training, warranty or dispute-resolution purposes. Information may be retained longer where required by law, litigation, regulatory compliance, or LPG installation/training history. When no longer required, reasonable steps will be taken to securely destroy or de-identify it.

10. CUSTOMER RIGHTS UNDER POPIA Subject to applicable law, individuals may request access to personal information held by Ritter Gas, correction of inaccurate information, deletion where legally permissible, object to certain processing, or withdraw consent where applicable.

Requests may be submitted to [projects@rittergas.co.za](mailto:projects@rittergas.co.za) and reasonable proof of identity may be required.

11. DIRECT MARKETING Ritter Gas will not send unsolicited marketing communications. Customers may occasionally receive service-related communications, quotations, refill reminders, safety information, promotions, or updates relating to existing products or services. Recipients may opt out at any time.

12. WEBSITE USE Limited information may be collected through website enquiry forms, email links, WhatsApp links, and cookies or analytics where applicable. Submitted information will only be used for legitimate business, service, quotation, communication, or compliance purposes.

13. CCTV NOTICE Where CCTV operates at Ritter Gas premises, recordings may be used for security, crime prevention, safety monitoring and incident investigation. Reasonable signage may be displayed where CCTV monitoring applies.

14. PAIA MANUAL Requests for access to information held by Ritter Gas may be made in accordance with PAIA. The Ritter Gas PAIA Manual is available upon request or through the company website where published.

15. COMPLAINTS If a person believes their information has been processed unlawfully, they may first contact Ritter Gas at [projects@rittergas.co.za](mailto:projects@rittergas.co.za). If unresolved, complaints may be lodged with the Information Regulator of South Africa.

16. POLICY CHANGES Ritter Gas reserves the right to amend this Policy from time to time to ensure continued legal compliance and operational effectiveness.

17. CONTACT DETAILS Ritter Gas Services & Supplies (Pty) Ltd 2 Burg Street, Malmesbury, Western Cape, South Africa Tel: 022 482 3876 Email: [projects@rittergas.co.za](mailto:projects@rittergas.co.za) Website: [www.rittergas.co.za](http://www.rittergas.co.za)