

## Privacy Policy – 04/08/2022

This website, <https://www.mtlabs.co.za> (the "website") is operated by Metallurgical Testing Labs ("we" or "us" or "our" or "MTL"). We are a company registered in South Africa under company registration number: 2012/027591/07, and our registered office is at originally located at 13 Betschana Street, Sebenza (2012 – 2022) which changed to 27 Grader Road, Spartan Kempton Park as of August 2022.

Protecting our client's privacy and personal data is important to us. In this regard, MTL has adopted a data protection policy which provides simplified legal basis for all databases and applications sharing personal data within the group.

We understand that you may be concerned about security and confidentiality of transacting over the Internet. We take the security of your personal information very seriously and take all reasonable steps to protect our computer network and systems against intrusion or any other form of attack or compromise.

While we take every effort to ensure that all information provided on this website is accurate and up to date, we take no responsibility for any error or omission relating to information provided on this website. In this regard, will not be liable for any loss or damage suffered by on the basis of you use of the website or reliance on the information provided on this website.

This Privacy Policy explains how we collect and use personal data obtained through the website.

### How We Use The Information We Receive

We use the information we receive or collect:

- Issue test certificates in accordance with your order to us (BS EN 10204) based on the clients written request
- To contact you with e-mail notifications;
- To respond to a specific enquiry you may have posted on the website or sent directly to us

### Personal Data

In general, you are not required to disclose your personal data as a condition of doing business with Metallurgical Testing Labs. No personally identifiable information, such as your name, address, or e-mail address, is automatically collected from your visit to the website. Information will only be gathered based on what you as a client give to us (we are as far as possible responsible for its safekeeping). This information is populated within our Lab Information Management System (LIMS) which is not in the public domain and as such independent of our website.

We are able to confirm that there are no pages on our website which require you to submit any of your information. Should you come across anything like this you may consider this to be fraud and bring it to our attention (we will deal with it appropriately). This correspondence can be sent through to [graham@mtlbs.co.za](mailto:graham@mtlbs.co.za) being the Managing Director of Metallurgical Testing Labs.

MTL may disclose user information in special cases when we have reasons to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference (either intentionally or unintentionally).

Personally identifiable information is never sold or leased to any third parties. MTL does not share information provided by you with any service providers we have retained to perform services on our

behalf. Confidentiality is maintained via the referral to uniquely generated number that reference any specific job whether it requires outsourcing or not.

### **Security**

Security for all personally identifiable information is extremely important to us. Once we receive your transmission, we make our best efforts to ensure its security on our systems. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us.

### **Changes to this Privacy Policy**

This Privacy Policy may be updated periodically and without prior notice to you to reflect changes in our online information practices. When changes are made to this Policy it will be posted to the website and the "last updated" date at the top of this policy will be revised. We also encourage users to periodically check this Policy to understand how MTL protects and uses your information.

### **Consent**

By using this website, you agree to the collection and use, consistent with applicable laws, of information available on or through this site (including your personally identifying information) by MTL as outlined above.

Should a change to our privacy policy occur, we will post those changes on this page so that you are always aware of the nature of the information we collect, how we use it, and the circumstances under which we disclose it.

Unless otherwise required or permitted by applicable law, we do not intend to use your personally identifiable information collected through this site in ways not described here without first providing you the opportunity to object.

### **Contact:**

If you have any questions about this privacy policy, the practices of our website, or your dealings with MTL, you can contact us on [graham@mtlabs.co.za](mailto:graham@mtlabs.co.za)

Information provided by you via general e-mail inquiries to us such as your e-mail address is used only to respond to your inquiries in the ordinary course of business, and is never shared with third parties.

### **Jurisdiction**

Please be informed that any proceedings arising out of or relating to your use of this web site, its content and services will be subject to the laws of the Republic of South Africa and the courts in the Republic of South Africa shall have exclusive jurisdiction.