

Privacy Policy

Heng Fu Screws (Pty) Ltd

Effective Date: 2025/09/01

1. Introduction

Heng Fu Screws (Pty) Ltd (“we”, “us”, “our”) is committed to protecting your privacy and ensuring that your personal information is collected and processed lawfully, transparently, and securely in accordance with the **Protection of Personal Information Act (POPIA), Act No. 4 of 2013**.

This policy outlines how we collect, use, disclose, and safeguard your personal information when you interact with our website, services, or contact forms.

2. What Information We Collect

We may collect the following personal information:

- Full name
 - Email address
 - Contact number
 - Company name (if applicable)
 - Physical or delivery address
 - Product or service inquiries
 - Any other information voluntarily provided via our forms or communication channels
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3. Purpose of Collection

We collect personal information for the following purposes:

- To respond to inquiries and provide quotations

- To process orders and deliver products
 - To maintain client records and communication
 - To comply with legal and regulatory obligations
 - To improve our services and website functionality
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4. Legal Basis for Processing

We process personal information based on:

- **Consent:** When you voluntarily provide information via our website or forms
 - **Contractual necessity:** To fulfill orders or service agreements
 - **Legal obligation:** To comply with tax, regulatory, or POPIA requirements
 - **Legitimate interest:** For business operations and client relationship management
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5. Disclosure of Information

We do not sell or rent your personal information. We may share it with:

- Our internal departments for order processing and support
 - Third-party service providers (e.g., couriers, IT support) under confidentiality agreements
 - Regulatory authorities if required by law
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6. Data Retention

We retain personal information only as long as necessary for the purposes stated above, or as required by law. Once no longer needed, data is securely deleted or anonymized.

7. Data Security

We implement appropriate technical and organizational measures to protect personal information from unauthorized access, loss, or misuse. These include:

- Secure servers and encrypted communication
 - Access controls and staff training
 - Regular system updates and backups
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8. Your Rights Under POPIA

You have the right to:

- Access the personal information we hold about you
- Request correction or deletion of inaccurate or outdated information
- Object to processing or withdraw consent
- Lodge a complaint with the **Information Regulator** (South Africa)

Contact details for the Information Regulator:

Email: complaints.IR@justice.gov.za

Website: <https://www.justice.gov.za/inforeg>

9. Cookies and Website Tracking

Our website may use cookies or tracking tools to improve user experience. You can manage cookie preferences via your browser settings.

10. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.

11. Contact Us

For any questions or requests regarding this policy, please contact:

Heng Fu Screws (Pty) Ltd

Email: hengfusa@gmail.com

Phone: 011 979 5026

Address: 202 8th Ave, Bredell Ah, Kempton Park, 1619