

# PRIVACY POLICY



Last Updated: 01 March 2026

## 1. Introduction

Refilwe Bophelo Petroleum (Pty) Ltd ("the Company", "we", "our", or "us") respects the privacy and personal information of all individuals and entities with whom it interacts. As a supplier and transporter of fuel and petroleum products, the Company operates in a regulated and safety-sensitive industry and recognises the importance of handling personal information responsibly.

This Privacy Policy explains how personal information is collected, used, stored, and protected in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable laws of South Africa.

This policy applies to personal information collected through:

- our website
- fuel supply and delivery operations
- client and supplier relationships
- employment and contractor engagement
- communication and business transactions

By engaging with the Company, you acknowledge that you have read and understood this Privacy Policy.

This policy should be read together with the Company's:

- PAIA Manual
- Cookie Policy

## 2. Who this policy applies to

This policy applies to:

- clients and prospective clients
- drivers and transport personnel

- suppliers and brokers
- contractors
- employees
- website visitors
- any individual whose personal information is processed in the course of business

Because the Company operates in the fuel and logistics sector, personal information may be processed as part of delivery coordination, compliance requirements, safety procedures, and contractual obligations.

### 3. Personal information we collect

The Company collects and processes personal information only where necessary for legitimate business, operational, or legal purposes.

#### 3.1. Information provided directly

We may collect personal information such as:

- name
- contact details
- company details
- billing information
- delivery instructions
- identification details
- credit application information

This information is used to provide fuel supply and related services.

#### 3.2. Operational and delivery information

Due to the nature of the business, operational records may include:

- delivery logs
- fuel quantities
- site access details
- vehicle tracking data
- driver trip logs
- route information
- offloading confirmations
- incident reports
- spillage or safety records

These records are maintained for operational, safety, and legal purposes.

### 3.3. Driver and transport information

Where the Company employs or engages drivers and transport personnel, it may collect:

- identification information
- licences
- training records
- employment details
- safety compliance records

Such information is processed strictly for operational and legal compliance purposes.

### 3.4. Website information

When you visit our website, certain information may be collected automatically, including:

- IP address
- browser type
- pages visited
- device information
- cookies

This information helps improve website performance and security.

## 4. Purpose for processing personal information

Personal information is processed for legitimate business purposes including:

- supplying and delivering fuel
- managing logistics and transport
- coordinating deliveries
- managing client relationships
- billing and payment processing
- credit management
- regulatory compliance
- safety and environmental compliance
- incident reporting
- communication

Personal information will only be processed where there is a lawful basis, including:

- contractual necessity
- legal obligation
- consent
- legitimate business interest

## 5. Special and operational information

Due to the nature of the petroleum industry, the Company may process information relating to:

- driver tracking
- vehicle movements
- delivery locations
- safety incidents
- hazardous material handling

Such information is processed strictly for operational safety, compliance, and risk management.

The Company does not process special personal information unnecessarily and takes reasonable steps to safeguard sensitive information.

## 6. Sharing of personal information

Personal information may be shared with:

- employees and authorised personnel
- transport contractors
- brokers
- suppliers
- regulators
- insurers
- law enforcement where required
- clients where necessary for delivery

All third parties are expected to maintain confidentiality and comply with applicable data protection requirements.

The Company does not sell personal information.

## 7. Cookies and website technologies

Our website may use cookies and similar technologies to ensure proper functioning and to improve user experience. Cookies help us understand how visitors interact with the website and allow us to enhance performance and security.

You may manage cookie preferences through your browser settings.

Further information is available in our Cookie Policy.

## 8. Security of personal information

The Company implements reasonable technical and organisational measures to protect personal information from unauthorised access, loss, or misuse. These measures may include:

- restricted access controls
- secure storage
- password protection
- confidentiality obligations
- system safeguards
- staff awareness

While reasonable steps are taken to protect information, no system can be guaranteed to be completely secure.

## 9. Retention of personal information

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected, including:

- contractual obligations
- legal compliance
- safety and incident records
- financial records

Certain operational records, such as delivery and incident records, may be retained for evidentiary purposes.

## 10. Your rights

In terms of POPIA, you have the right to:

- request access to your personal information
- request correction of inaccurate information
- request deletion where appropriate
- object to processing
- withdraw consent where processing is based on consent
- lodge a complaint with the Information Regulator

Requests may be directed to the Information Officer.

## 11. Information Officer

Information Officer:

Refilwe Molefe

Deputy Information Officer:

Neo Molefe

Email:

[enquiries@refilwebophelo.co.za](mailto:enquiries@refilwebophelo.co.za)

Address:

Co-Work@Midstream, Mount Quray Road, Midlands Office Park West, Midstream Estate, 1692.

## 12. Complaints

If you believe your personal information has been processed unlawfully, you may contact the Company directly or lodge a complaint with:

Information Regulator (South Africa)

Website: [www.justice.gov.za/infoereg](http://www.justice.gov.za/infoereg)

## 13. Updates to this policy

This Privacy Policy may be updated periodically to reflect changes in law, technology, or business operations. Updated versions will be published on the Company website.