

Privacy Policy

FJ Group Africa (Pty) Ltd

FJ Group Africa (Pty) Ltd ("FJ Group Africa", "we", "our", or "us") is committed to protecting your privacy and ensuring that your personal information is collected, processed, stored, and used responsibly in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA) of South Africa.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you visit our website, communicate with us, or use our products and services.

By using our website, you acknowledge that you have read and understood this Privacy Policy.

1. Company Information

FJ Group Africa (Pty) Ltd

Website: <https://fjgroupafrica.com>

Email: info@fjgroupafrica.com

Telephone: +27 10 500 8775

Physical Address:

8 Magalies Avenue, Quellerina, Randburg, 1709

2. Information We Collect

We may collect the following categories of information:

Personal Information

- Full name
- Company name
- Email address
- Telephone number
- Physical address
- Job title
- Billing information
- Delivery information

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Operating system
- Device information
- Website usage statistics
- Pages visited
- Date and time of access
- Referring websites

Project Information

When requesting quotations or services we may collect:

- Building details
 - Fire protection system information
 - Project specifications
 - Drawings
 - Compliance documentation
 - Installation requirements
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3. How We Collect Information

Information may be collected when you:

- Complete contact forms
- Request quotations
- Purchase products
- Request technical support
- Subscribe to newsletters
- Apply for employment
- Download documentation
- Contact us via email or telephone
- Visit our website

We may also collect information through:

- Cookies
- Analytics software
- Security monitoring systems
- Third-party integrations

4. Purpose of Collecting Personal Information

We collect information to:

- Respond to enquiries
 - Provide quotations
 - Deliver products and services
 - Process payments
 - Manage customer accounts
 - Schedule installations
 - Perform inspections
 - Provide maintenance services
 - Issue certificates
 - Meet legal obligations
 - Improve customer service
 - Improve website performance
 - Send service updates
 - Send marketing communications (where consent has been provided)
 - Recruit employees
 - Protect our business from fraud and cyber threats
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5. Legal Basis for Processing

We process personal information where:

- You have given consent.
 - Processing is necessary to perform a contract.
 - Processing is required by law.
 - Processing protects your legitimate interests.
 - Processing is necessary for our legitimate business interests and does not override your privacy rights.
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6. Cookies

Our website uses cookies to:

- Improve website performance
- Remember user preferences
- Analyse website traffic
- Improve user experience
- Enhance website security

You may disable cookies in your browser settings. Certain website functions may not operate correctly if cookies are disabled.

7. Google Analytics and Similar Services

We may use analytics services that collect anonymous information regarding website usage, including:

- Pages viewed
- Session duration
- Device type
- Browser information
- Geographic region
- Referral source

These services help us improve our website and customer experience.

8. Marketing Communications

With your consent, we may send:

- Company news
- Product updates
- Industry information
- Technical articles
- Promotional offers
- Event invitations

You may unsubscribe at any time using the unsubscribe link in our emails or by contacting us directly.

9. Sharing Personal Information

We do not sell your personal information.

We may share information with:

- Product manufacturers
- Suppliers
- Delivery companies
- Installation partners
- Payment service providers
- IT service providers
- Cloud hosting providers
- Professional advisers
- Auditors
- Legal representatives
- Regulatory authorities where required by law

All third parties are required to protect your information appropriately.

10. International Transfers

Where personal information is transferred outside South Africa, we will ensure that appropriate safeguards are implemented in accordance with POPIA and applicable data protection laws.

11. Information Security

We implement reasonable technical and organisational measures to protect your information, including:

- Secure servers
- Firewalls
- SSL encryption
- Access controls
- Password protection
- Antivirus protection
- Regular software updates
- Staff confidentiality obligations
- Secure backups
- Monitoring against unauthorised access

While we take reasonable steps to secure information, no online system can be guaranteed to be completely secure.

12. Retention of Information

We retain personal information only for as long as necessary to:

- Provide services
- Meet contractual obligations
- Comply with legal requirements
- Resolve disputes
- Enforce agreements

When information is no longer required, it will be securely deleted or anonymised.

13. Your Rights

Subject to applicable law, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information where legally permissible
- Object to certain processing
- Withdraw consent
- Restrict processing in certain circumstances
- Request a copy of your personal information
- Lodge a complaint with the Information Regulator

Requests may be submitted using the contact details below.

14. Children's Privacy

Our website and services are intended for businesses and adults.

We do not knowingly collect personal information from children under the age of 18 without appropriate legal consent.

15. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, content, or security of those websites. Users should review the privacy policies of any third-party sites they visit.

16. Employment Applications

When applying for employment with FJ Group Africa, we may collect:

- Curriculum Vitae (CV)
- Qualifications
- Employment history
- References
- Certifications
- Identity documentation where required

This information is used solely for recruitment, employment administration, and compliance with applicable labour laws.

17. POPIA Compliance

FJ Group Africa is committed to complying with the Protection of Personal Information Act (POPIA).

We process personal information in accordance with the following conditions:

- Accountability
 - Processing limitation
 - Purpose specification
 - Further processing limitation
 - Information quality
 - Openness
 - Security safeguards
 - Data subject participation
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18. Complaints

If you believe that we have not complied with applicable privacy legislation, please contact us first so that we may attempt to resolve your concern.

You also have the right to lodge a complaint with the South African Information Regulator.

Information Regulator (South Africa)

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

Email: enquiries@infoeregulator.org.za

19. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology, or our business operations.

The latest version will always be published on this website with the updated effective date.

20. Contact Us

If you have any questions regarding this Privacy Policy or how we process your personal information, please contact:

FJ Group Africa (Pty) Ltd

Website: <https://fjgroupafrica.com>

Email: info@fjgroupafrica.com

Telephone: +27 10 500 8775

Physical Address:

8 Magalies Avenue, Quellerina, Randburg, 1709

Business Hours:

Monday to Friday

08:00 – 17:00 (South African Standard Time)