

Privacy Policy and Statement

(updated October 2020)

This is the privacy statement of The Concrete Institute NPC. In this document, “we”, “our” or “us” refer to The Concrete Institute.

We are a non-profit company registered in South Africa with registration number: 2012/047311/08

Our registered office is at Block D Building 10, Lone Creek, Waterfall Park, Bekker Street, Halfway House, Midrand.

This is a statement to communicate our policy regarding all information that we record about you. It covers both information that could identify you and information that could not.

We are totally committed to protecting your privacy and confidentiality, understanding that all users of our website are concerned to know that their data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party. Our policy is both specific and strict. It complies with the South African law and with the laws of all jurisdictions of which we are aware, but if you think our policy falls short of your expectations or that we are failing to abide by our policy, do please tell us.

Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site.

Here is a list of the information we collect from you, either through our website or because you give it to us in some other way (e.g. e-mailed membership application forms), and why it is necessary to collect it:

1. Business and personal information

This includes basic identification and contact information, such as your name and contact details and also includes all information given to us in the course of your business and ours, such as information you give us in your capacity as our member. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose.

This information is used:

- 1.1.to provide you with the services which you request;
- 1.2.for verifying your identity for security purposes;
- 1.3.for marketing our activities, services and publications;

1.4. information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service.

We keep information, which forms part of our business record for a minimum of five years. That is because we may need it in some way to support a claim or defence in court. That is also the period within which our tax collecting authorities may demand to know it.

2. Your domain name and e-mail address

This information is recognised by our servers, and the pages that you visit are recorded. We shall not under any circumstances, divulge your e-mail address to any person who is not an employee or volunteer of ours and who does not need to know, either generally or specifically. This information is used:

- 2.1. to correspond with you or deal with you as you expect
- 2.2. in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site
- 2.3. to send you news about the services to which you have signed up

3. Website usage information

We may use software embedded in our website (such as JavaScript) to collect information about pages you view and how you have reached them, what you do when you visit a page, the length of time you remain on the page, and how we perform in providing content to you. We do not associate such information with an identifiable person.

4. Note on padlock symbols and other trust marks

Many companies offer certification and an icon or other small graphic to prove to site visitors that the site is safe. Some certify to a high level of safety. Others are more concerned to take our money than to provide a useful service. We do not handle information about your credit card so do not subscribe to any such service.

5. Third party advertising

Third parties may advertise on our website. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects your IP address when they send an advertisement that appears on our site to your browser. They may also use other technology such as cookies or JavaScript to personalise the content, and to measure the performance, of their adverts. We do not have control over these technologies or the data

that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

6. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services such as Google Analytics and others. No such information is identifiable to you.

7. Content you provide to us with a view to be used by third party

If you provide information to us with a view to it being read, copied, downloaded or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to all the World, you have no control whatever as to how it is used.

8. Cookies

Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any web site. They are widely used to make web sites work, or work more efficiently, as well as to provide information to the owners of the site.

Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Cookies enable our web server to identify you to us, and to track your actions and the pages you visit while you use our website. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser) or may remain on your computer until you delete them or until a defined period has passed.

Although your browser software enables you to disable cookies, we recommend that you allow the use of cookies in order to take advantage of the features of our website that rely on their use. If you prevent their use, you will not be able to use all the functionality of our website. Here are the ways we use cookies:

8.1.to record whether you have accepted the use of cookies on our web site. This is solely to comply with the law. If you have chosen not to accept cookies, we will not use cookies for your visit, but unfortunately, our site will not work well for you.

8.2.to allow essential parts of our web site to operate for you.

8.3.to operate our content management system.

8.4.to operate the online notification form - the form that you use to contact us for any reason. This cookie is set on your arrival at our web site and deleted when you close your browser.

8.5.to enhance security on our contact form. It is set for use only through the contact form. This cookie is deleted when you close your browser.

8.6.to collect information about how visitors use our site. We use the information to improve your experience of our site and enable us to increase sales. This cookie collects information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from, and the pages they visited.

8.7.to store your personal information so that you do not have to provide it afresh when you visit the site next time. This cookie will last for [90] days.

8.8.to enable you to watch videos we have placed on YouTube. YouTube will not store personally identifiable cookie information when you use YouTube's privacy-enhanced mode.

9. Sending a message to our support system

When you send a message, we collect the data you have given to us in that message in order to obtain confirmation that you are entitled to receive the information and to provide to you the information you need. We record your request and our reply in order to increase the efficiency of our organisation.

10. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and, if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

11. Use of site by children

We do not market to children, nor do we sell products or services for purchase by children. We do sell products and services for end use by children, but for purchase by adults. If you are under 18, you may use our site only with consent from a parent or guardian.

12. Disclosure to Government and their agencies

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request, or if they have the proper authorisation such as a search warrant or court order.

13. Compliance with the law

This confidentiality policy has been compiled to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website.

14. Review or update personally identifiable information

At any time, you may review or update the personally identifiable information that we hold about you, by contacting us at info@theconcreteinstitute.org.za . To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

15. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at e-mail: info@theconcreteinstitute.org.za . To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information. We will, however, retain and use your personal information for as long as is necessary to comply with our legal and business obligations, resolve disputes and enforce this policy.

16. Right to amend this statement

The Concrete Institute may, at any time, amend this statement. The revised statement will be posted on this website together with the date of revision. Any changes will apply only from the published date of the revision.

If you have any question regarding the privacy policy, please contact us through the [Contact page](#).