



# **Privacy Policy**

**South Ocean Holdings Group  
2026**

# SOH PRIVACY POLICY

## Introduction:

We promote the protection of personal information processed by public and private bodies; to introduce certain conditions so as to establish minimum requirements for the processing of personal information; to provide for the establishment of an Information Regulator to exercise certain powers and to perform certain duties and functions in terms of this Act and the Promotion of Access to Information Act, 2000; to provide for the issuing of codes of conduct; to provide for the rights of persons regarding unsolicited electronic communications and automated decision making; to regulate the flow of personal information across the borders of the Republic; and to provide for matters connected therewith.

We reserve the right to update or modify this Privacy Notice.

---

## Disclaimer:

The information contained in this communication and all email related messages is confidential and may be legally privileged. It is intended solely for the use of the individual or entity to whom it is addressed, and others authorized to receive it. If you are not the intended recipient, you are hereby:

- (a) notified that any disclosure, copying, distribution or taking any action with respect to the content of this information is strictly prohibited and may be unlawful, and
- (b) kindly requested to inform the sender immediately and destroy any copies.

South Ocean Electric Wire Company is neither liable for the proper and complete transmission of the information contained in this communication nor for any delay in its receipt.

---

## Who we are:

South Ocean Electric Wire Company (Pty) Ltd, ("SOEW") was established in 1989 and is a subsidiary of the JSE listed company, South Ocean Holdings Ltd. SOEW operates an electrical cable manufacturing plant in Alrode, since relocating from King Williams Town in December 2001.

A full range of low voltage electrical cables are manufactured, from typical household wiring to industrial steel wire armoured cables. These are sold to electrical wholesalers and distributors who supply the building, construction, mining, and retail

industries. Manufacturing processes utilise practices which minimize any potential harmful impact on the environment. SOEW is a medium sized manufacturer of electrical cables with its main market in the general-purpose market. SOEW produces a quality product and endeavours to maintain excellent customer relationships, meeting their short- and long-term requirements, which is supported by excellent service and competitive pricing. The products are delivered to customers by SOEW's fleet. Our products comply with standards laid down by the South African Bureau of Standards.

The company was certified compliant with ISO 9001:2008 Management Standard in July 2009. The plant has quality control facilities and a testing laboratory to ensure that SOEW products perform optimally. The quality of all products is tested by the quality department team in its newly upgraded laboratory to ensure that SOEW products comply to the highest standards.

SOH/SOEW employs approximately 400 people who represent the full complement of personnel necessary to sustain the operation and includes electrical, engineering, administration, marketing, and semi-skilled personnel. The company consistently works to improve the skill levels of staff, encouraging growth and development. The company emphasises on-the-job training and provides Adult Basic Education and Training to staff members. The Health and Safety of its employees is highly valued, and they operate in a safe environment.

---

## **The type of personal information we collect:**

We currently collect and process the following information, including but not limited to:

- Personal identifiers, contacts, and characteristics
- Copies of identity documents
- Copy of driver's license
- Addresses
- Email details
- Next of kin details
- Personal cellular phone numbers
- Tax/VAT numbers and clearance certificates
- Company registration numbers
- Business telephone numbers
- Cancelled business cheques.
- Company registration documents
- Director information
- Banking details
- Customers financial statements and management accounts – required for submission to CGIC.
- SARS – Income tax number

## **How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contractual obligations
- Delivery services to you

We also receive personal information indirectly, from the following sources in the following scenarios:

- Banking Institutions – validation of banking accounts
- Your creditors/debtors as a reference

We may share this information with:

- Banking Institutions.
- Insurance company in respect of an insurance claim
- CGIC – Credit Guarantee Insurance Corporation
- SARS - verification purposes
- Attorneys

---

## **When will we process your personal information:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consist out of the following:

- The data subject or a competent person where the data subject is a child consents to the processing. Kindly note that you have the right to withdraw your consent.
- The processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party.
- The processing complies with an obligation imposed by law on the business.
- The processing protects a legitimate interest of the data subject.
- The processing is necessary for the proper performance of a public law duty by the business, Or
- The processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

---

## **How we store your personal information:**

Your information is securely stored on computer or server located onsite:

We keep your information according to our data retention policy. We will then dispose your information according to our data destruction policy.

## Your data protection rights:

- You are entitled to access your personal data by sending a written request to [info@soew.co.za](mailto:info@soew.co.za). We may charge you a fee for this service.
- You may also request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
- Request the destruction of your personal data. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.
- 

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@soew.co.za](mailto:info@soew.co.za) if you wish to make a request.

---

## How to leave a complaint:

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@soew.co.za](mailto:info@soew.co.za)

## Regulator Complaint:

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa) JS House, 27 Stiemans Street,  
Braamfontein, Johannesburg, 2001  
P.O Box 31533

POPIA Complaints email: [POPIAcomplaints.IR@justice.gov.za](mailto:POPIAcomplaints.IR@justice.gov.za)


PAIA Complaints email: [PAIAcomplaints.IR@justice.gov.za](mailto:PAIAcomplaints.IR@justice.gov.za)

---

## Our Contact Details:

 Phone: 011 864 1606

 e-Mail: [info@soew.co.za](mailto:info@soew.co.za)

 Website: <https://southoceanholdings.co.za>  
<https://soew.co.za>