

GR HIRE HUB CUSTOMER PRIVACY POLICY

Last Updated: 01 May 2026

1. Introduction and Scope of Application

1.1 This Customer Privacy Policy ("Policy") explains how GR Hire Hub ("we", "us", or "our") manages the processing of personal information through our digital platform ("Platform") available at www.grhirehub.co.za.

1.2 This Policy applies solely to users and buyers who engage with the Platform. It does not cover the data practices of independent vendors listed on the Platform, as their activities are governed by their own privacy policies and compliance obligations.

1.3 The Platform functions as an online listing and connection service. We do not process payments, act as a sales agent, or control personal data exchanged directly between users and vendors outside the Platform.

1.4 By using the Platform, you acknowledge that your personal information will be processed in accordance with this Policy and the Protection of Personal Information Act 4 of 2013 ("POPIA").

2. Responsible Party Details

2.1 GR Hire Hub is the "Responsible Party" as defined by POPIA for all personal information processed via the Platform.

2.2 We are based in the Republic of South Africa and have appointed an Information Officer to ensure compliance with applicable data protection laws.

2.3 For any privacy-related enquiries or to exercise your rights, contact our Information Officer at:  info@grhirehub.co.za

3. Information Officer

3.1 GR Hire Hub has appointed an Information Officer responsible for overseeing compliance with data protection requirements.

3.2 The Information Officer ensures personal information is processed lawfully, stored securely, and handled in accordance with POPIA.

3.3 Responsibilities may be delegated to Deputy Information Officers; however, accountability remains with the Information Officer.

3.4 The Information Officer is or will be registered with the Information Regulator of South Africa.

4. Personal Information Collected from Users

4.1 We may collect the following categories of personal information:

- **Contact Information:** Name, email address, telephone number (including via forms or WhatsApp)
- **Technical Data:** IP address, browser type, operating system, time zone
- **Usage Data:** Pages visited, interactions, and search queries

4.2 We use cookies and similar technologies (see Section 8).

4.3 We are not responsible for personal information shared directly with vendors outside the Platform.

5. Purpose of Processing Personal Information

5.1 Your personal information is processed to:

- Respond to and manage enquiries
- Facilitate connections between users and vendors
- Maintain platform security and performance
- Comply with legal and regulatory obligations

5.2 We do not use automated decision-making with legal or significant effects.

5.3 All processing complies with POPIA and is limited to the purposes above.

6. Third-Party Vendors and Direct Contact

6.1 The Platform enables direct communication between users and independent vendors.

6.2 Vendors are separate responsible parties under POPIA.

6.3 We do not control vendor privacy practices or data handling.

6.4 Users should review vendor privacy policies before sharing information.

6.5 We disclaim liability for personal information shared with vendors after direct engagement.

7. Direct Marketing and Communications

7.1 Marketing communications are sent only with consent or where legally permitted.

7.2 All communications include an unsubscribe option.

7.3 You may opt out at any time via unsubscribe links or by contacting us.

8. Cookies and Tracking Technologies

8.1 We use cookies to improve functionality and user experience.

8.2 Types of cookies include:

- Essential cookies (required for operation)
- Analytics cookies (to understand usage)

8.3 Cookies can be disabled via browser settings (may affect functionality).

8.4 A cookie consent banner is displayed on first visit.

9. Storage and Security of Information

9.1 Data is stored on secure servers within South Africa.

9.2 We use safeguards such as encryption, firewalls, and access controls.

9.3 While we take reasonable steps to secure data, no system is completely secure.

9.4 In the event of a data breach, affected users and the Information Regulator will be notified where required.

10. Retention of Personal Information

10.1 Personal information is retained only as long as necessary or required by law.

10.2 Data is securely deleted or de-identified when no longer needed.

11. Disclosure to Third-Party Service Providers

11.1 We may share data with trusted service providers (“Operators”).

11.2 These include hosting, IT support, analytics, and communication tools.

11.3 Operators may only use data to provide services to GR Hire Hub.

11.4 We ensure Operators comply with POPIA obligations.

12. Rights of the Data Subject

12.1 Under POPIA, you have the right to:

- Access your personal information
- Correct inaccurate information
- Object to processing
- Withdraw consent

12.2 Submit requests to:

 info@grhirehub.co.za

13. The Information Regulator (South Africa)

13.1 You may lodge a complaint with the Information Regulator if your rights are infringed.

 POPIAComplaints@inforegulator.org.za

13.2 We encourage you to contact us first so we can resolve concerns internally.

14. Amendments to this Policy

14.1 This Policy may be updated from time to time.

14.2 Updates take effect immediately upon publication. Continued use of the Platform constitutes acceptance.

15. Marketplace Role and Liability Limitation

15.1 GR Hire Hub operates strictly as a listing and connection platform.

15.2 We are not a party to transactions between users and vendors.

15.3 All post-contact interactions occur directly between users and vendors.

15.4 Vendors operate independently under their own compliance frameworks.

15.5 GR Hire Hub does not:

- Guarantee accuracy or reliability of listings
- Control vendor conduct or service delivery
- Assume responsibility for disputes or damages

15.6 To the fullest extent permitted by law, we are not liable for:

- Reliance on listings
- User-vendor interactions
- Vendor services or failures
- Information shared after contact

15.7 Engagement with vendors is at the user's own risk.

16. Dispute Resolution and Communication Protocol

16.1 All disputes or complaints must first be submitted directly to GR Hire Hub.

16.2 Communication must be made in writing via:

 info@grhirehub.co.za and every other communication channel and attempt to reach owner, CEO, Manager, staff, support, operators on GR Hire Hub website or related platforms privately.

16.3 Response time: Minimum **72 hours** during business hours
(Mon–Fri, 08:00–17:00, excluding public holidays).

16.4 This applies to all individuals and entities (local and international).

16.5 No disputes may be escalated publicly or legally without first following this process.

16.6 This clause does not limit any rights under applicable laws, including POPIA.