
FRESH PRODUCE EXPORTERS' FORUM

WEBSITE PRIVACY STATEMENT

By using this website, you are agreeing to the use of your information as described in this Privacy Statement.

Fresh Produce Exporters' Forum NPC (FPEF) is incorporated to promote the South African fresh produce export industry internationally. We are a voluntary, non-profit organisation that is also involved in research and development relating to the fresh produce export industry and operates mainly in South Africa.

Strict accreditation criteria and a Code of Conduct apply for FPEF exporter and associate members. Export agents are required to first register with APAC before we can consider their membership applications. FPEF is the official Fresh Produce Export Council in South Africa, registered with the Department of Trade, Industry and Competition (dtic). This enables our participation in international trade fairs and other industry events. It also facilitates market development via generic promotions and the distribution of the annual FPEF Export Directory.

FPEF understands and values the importance of your right to privacy and we are committed to protect your personal information. This Privacy Statement describes the practices we follow in processing and protecting personal information obtained through our website.

Our registered office is located at The Colosseum Building, Foyer 3, 1st Floor, Regus Desk, Century Boulevard, Century City, 7441.

We may modify or amend this Privacy Statement from time to time as required. The updated version will be published onto our website. You are encouraged to periodically review this Privacy Statement to stay informed of updates. You will be deemed to have been made aware of and accepted the changes in the revised Privacy Statement by your continued use of the site after a revision was published.

The Information we Collect

Our website (<https://www.fpef.co.za>) only collects personal information that is specifically and voluntarily provided by visitors and members. You may choose to provide us this information when using the "Member login" or "Contact Us" pages on our website.

The Personal information provided by you via the website may consist of your name, surname, e-mail address, cell phone number, identification number, company details, address details, etc.

We may also store and maintain any content that you provide, including, but not limited to postings on any blogs, forums, wikis and other social media applications and services that we may provide.

Processing Practices with regards to FPEF members

We will only use your personal information that you provide through this website for the purpose for which you provided it and to enable the conduct of business to support a sustainable, profitable and disciplined fresh produce export industry. As FPEF is essentially a service organisation, our members require us to publish their contact details and personal information in the annual FPEF Export Directory as well as on the FPEF website as a source of information for the international fresh produce community. FPEF cannot take any responsibility if this information is used for any other purpose by any other third party after it has been published in the directory and/or the FPEF website.

By registering as a member of FPEF, you acknowledge FPEF's role in the export industry and give consent to FPEF to publish certain personal information such as your name, contact and address details on our website and in our annual FPEF Export Directory. The purpose hereof is to give you exposure and access to our value-chain partners and to create value for our members.

FPEF may also use your personal information for the purposes of administering and improving the site, improving our services and communicating with you. The personal information you provide us may be shared with operators to the extent necessary for them to administer and improve the website on our behalf.

Disclosure of Information to Third Parties

The safeguarding of your information is a priority to us. We only share your personal information when necessary, for our legitimate professional and business needs, to carry out your requests, and/or as required or permitted by law or professional standards. Where we do share your information, we have service level agreements in place to protect your information and the use thereof.

Some of FPEF's services include generic promotions in new and existing markets, the distribution of information to members and the international trading community and representation of the industry in relevant committees. We will not make your personal information available to any third party unless this is necessary for the purpose for which you provided the information (for instance to investigate a complaint or to assess and process a new member application or to enable FPEF to assess the credibility of potential importers, where required.) Therefore, as a result of its service delivery, FPEF will share information if it is necessary or required to do so to ensure that FPEF act according to its mandate. This may also include instances where FPEF 's mediation process is being utilised.

Personal information may also be disclosed to law enforcement, the dtic, regulatory or other government agencies, or to other third parties, in each case to comply with legal or regulatory obligations or requests. FPEF will not transfer the personal information you provide to any third parties for their own direct marketing use.

Children's Privacy Protection

We understand the importance of protecting children's privacy. This website is not designed for use by children 18 years of age or younger.

Data Security and Integrity

We have outsourced our website security function to a service provider that applies generally accepted standards for website security. This is to protect all information provided by visitors via this website from unauthorised access, disclosure, alteration, or destruction. Only authorised personnel have access to personal data and are required to treat this information as confidential. However, the information security control measures in place cannot guarantee the absolute security of your data.

Automatic Collection of Personal Information

In some instances, FPEF and its service providers use cookies, web beacons and other technologies to automatically collect certain types of information when you visit us online, as well as through emails that we may exchange. The collection of this information allows us to customise your online experience, improve the performance, usability and effectiveness of FPEF's online presence, and to measure the effectiveness of our marketing activities. We use only cookie technology that is necessary for the administration and operation of our website. These are necessary to enable you to click through our website.

Social Media

FPEF's website includes functionality to enable sharing via third party social media applications. These social media applications will collect and use information regarding your use of FPEF's website. Any personal information that you provide via such social media applications will often be collected and used by other members of that social media application and such interactions are governed by the privacy policies of the companies that provide the application. We do not have control over, or responsibility for, those companies or their use of your information.

Data Retention

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation).

Your Rights

If FPEF processes your personal information, you have the right to object to having your personal information processed. You have the right to withdraw your consent, or object if you can show legitimate grounds for your objection.

You can make a request or exercise these rights by contacting us and we will make all reasonable and practical efforts to comply with your request, so long as it is consistent with applicable law and professional standards. Please allow us at least 30 days to react on such a request.

External Links

Our website contains links to external websites and sources of information. This does not indicate endorsement by FPEF. As these service providers or bodies have their own privacy policies which are independent of FPEF's policy, due care should still be taken before following such links.

Cross Border Transfer

In certain instances, we may process or store personal information in other countries to support ongoing business delivery. Some countries may not have similar privacy requirements in which case we will ensure that the receiving parties agree to adequate privacy principles before we share such information.

Questions by Website Users

If you have any questions regarding this Privacy Statement, please contact our Information Officer directly.