JJ Lourens Plumbing (Pty) Ltd – Privacy Policy

Effective date: 29 September 2026
Last updated: 29 September 2026

1. Introduction

Welcome to JJ Lourens Plumbing ("JJLP", "we", "us" or "our").
We respect your privacy and are committed to protecting your personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and other applicable South African laws.
This Privacy Policy explains how we collect, use, store, protect and disclose your personal information when you visit our website, www.jjlp.co.za, submit a contact form or communicate with us about our plumbing services.
By using our website or providing us with your personal information, you acknowledge that you have had the opportunity to read this Privacy Policy.
Where consent is required by law, we will obtain it separately.

2. Who We Are

Business name:	JJ Lourens Plumbing (Pty) Ltd
Trading name:	JJ Lourens Plumbing (Pty) Ltd
Website:	www.jjlp.co.za
Business address:	Unit 5, Kritz Park 1, 13 Gemini Street, Brackenfell, Cape Town, 7560
Email:	info@jjlp.co.za
Telephone:	+27 21 981 8661
Information Officer:	Ronelle Lourens
Privacy enquiries:	danie@jjlp.co.za

JJLP is the responsible party for the personal information collected through this website, unless otherwise stated.

3. Personal Information We Collect

We may collect the following personal information when you contact us, request a quotation or enquire about our plumbing services:

- **Identity information:** Your name and surname.
- **Contact information:** Your email address and telephone number.
- **Address information:** Your physical, billing or service address, where required to provide a quotation or plumbing service.
- **Enquiry information:** Details you provide in contact forms, including descriptions of plumbing problems, service requests, preferred appointment times and other relevant information.

- **Communication records:** Correspondence between you and JJLP, including emails, telephone communications and other enquiries, where recorded.

Please do not submit sensitive personal information through our website unless it is specifically necessary and requested by us.

4. How We Collect Your Information

We collect personal information in the following ways:

- When you complete and submit a contact form on our website.
- When you contact us by email or telephone.
- When you request a plumbing quotation, inspection, repair or installation.
- When you voluntarily provide information to us during the course of our business.

We may also receive information from third parties where this is lawful and necessary for providing our services.

5. Why We Collect and Use Your Information

We collect and process your personal information for legitimate business purposes, including:

- Responding to enquiries and contact form submissions.
- Providing quotations and estimates for plumbing services.
- Scheduling appointments, inspections, repairs and installations.
- Confirming service addresses and contacting customers about appointments.
- Providing, managing and completing plumbing services.
- Communicating about invoices, payments, service issues and customer requests.
- Maintaining business records and complying with applicable legal, tax and regulatory obligations.
- Protecting our business, customers, property and legal rights.
- Improving our website, customer service and business operations, where appropriate and lawful.

We will not use your personal information for purposes that are incompatible with the original purpose of collection unless permitted by law or otherwise lawfully authorised.

6. Lawful Processing of Personal Information

We process personal information in accordance with POPIA and its conditions for lawful processing.
Depending on the circumstances, our lawful basis for processing may include:

- Your consent.

- Taking steps at your request before entering into a contract.
- Performing a contract for plumbing services.
- Complying with a legal obligation.
- Protecting legitimate business interests, provided that your rights and interests are not unfairly prejudiced.
- Any other lawful basis recognised under applicable legislation.

Where consent is the applicable basis, you may withdraw it, subject to lawful grounds for retaining or continuing to process the information.

7. Sharing Your Personal Information

We do not sell or rent your personal information.
We may share relevant personal information with the following parties where necessary and lawful:

- **Service providers:** Website hosting providers, email providers, website maintenance providers and other technical service providers who help us operate our business.
- **Professional advisers:** Accountants, auditors, legal advisers or insurers, where reasonably necessary.
- **Business partners or subcontractors:** Where necessary to arrange, coordinate or complete a plumbing service, and subject to appropriate safeguards.
- **Authorities:** Government departments, regulators, law enforcement agencies or courts, where disclosure is required or authorised by law.

Where third parties process personal information on our behalf, we will take reasonable steps to ensure that appropriate confidentiality and security safeguards are in place.
We will not disclose your personal information to third parties for their own unrelated marketing purposes without a lawful basis.

8. Direct Marketing

We may contact you regarding an enquiry or service you have requested.
We will only send promotional or direct marketing communications where permitted by applicable law, including POPIA's requirements for electronic direct marketing.
Where your consent is required, we will obtain it before sending such communications. Where the law permits marketing to existing customers in specified circumstances, we will provide an appropriate opportunity to object.
You may opt out of marketing communications at any time by using the unsubscribe facility, where available, or contacting us using the details provided in this policy.
Opting out of marketing will not prevent us from sending essential communications relating to an existing enquiry, quotation, appointment or service.

9. Cookies and Website Tracking

Our website may use cookies or similar technologies to support its functionality, security and performance.
Cookies are small text files stored on your device when you visit a website.
Depending on the website's actual configuration, cookies may be used to:

- Enable essential website functionality.
- Remember website preferences.
- Help protect the website against malicious activity.
- Collect aggregated information about website usage and performance.

You can manage or disable cookies through your browser settings. Disabling certain cookies may affect website functionality.
Where required by law, we will obtain consent before using non-essential cookies or similar tracking technologies.

10. Storage and Security of Personal Information

We take reasonable and appropriate technical and organisational measures to protect personal information against loss, damage, unauthorised access, disclosure, alteration or destruction.
These measures may include:

- Restricting access to personal information to authorised individuals.
- Using appropriate password protection and access controls.
- Taking reasonable steps to secure our website, email and business systems.
- Requiring appropriate confidentiality and security safeguards from relevant service providers.
- Reviewing our information-handling practices when necessary.

Although we take reasonable precautions, no website, electronic communication or storage system can be guaranteed to be completely secure.
If a security compromise occurs that triggers a notification obligation under POPIA, we will take the required steps to notify affected data subjects and the Information Regulator, as applicable.

11. Retention of Personal Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, or as required or permitted by applicable law.
Retention periods may depend on:

- The nature of your enquiry or plumbing service.
- Whether a quotation, contract, invoice or dispute is involved.
- Applicable tax, accounting and other legal record-keeping requirements.
- The need to establish, exercise or defend legal claims.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or de-identify it, unless we are legally required or permitted to retain it.

12. Your Rights Under POPIA

Subject to applicable law, you may have the right to:

- Request confirmation of whether we hold your personal information.
- Request access to personal information we hold about you.
- Request the correction or updating of inaccurate, incomplete or outdated information.
- Request the deletion or destruction of personal information where legally appropriate.
- Object to certain forms of processing.
- Withdraw consent where processing is based on consent.
- Object to the processing of personal information for direct marketing.
- Lodge a complaint with the Information Regulator if you believe your personal information has been handled unlawfully.

To exercise these rights, please contact our Information Officer using the contact details in this policy. We may need to verify your identity before responding.
Certain requests may be limited or refused where permitted by law, including where we are required to retain information for legal or legitimate purposes.

13. Cross-Border Transfers

We primarily serve customers in South Africa.
If personal information is transferred to or accessed from another country through our website hosting, email, cloud storage or other service providers, we will take reasonable steps to ensure that the transfer complies with applicable requirements under POPIA, including section 72 where applicable.

14. Children's Personal Information

Our website and plumbing services are intended for general customers and are not specifically directed at children.
We do not knowingly collect children's personal information through our contact forms without an appropriate lawful basis and, where required, consent from a competent person.
If we become aware that children's personal information has been collected unlawfully, we will take reasonable steps to address the situation in accordance with applicable law.

15. Third-Party Websites

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices, content or security of external websites. When visiting third-party websites, you should review their privacy policies and terms of use.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, technology or applicable laws.
Any updated version will be published on our website with a revised "Last updated" date.
We encourage you to review this policy periodically.

17. Contact Us

If you have questions, concerns or requests relating to this Privacy Policy or the handling of your personal information, please contact us:

JJ Lourens Plumbing (Pty) Ltd

Website:	www.jjlp.co.za
Business address:	Unit 5, Kritz Park 1, 13 Gemini Street, Brackenfell, Cape Town, 7560
Email:	info@jjlp.co.za
Telephone:	+27 21 981 8661
Information Officer:	Ronelle Lourens

18. Complaints to the Information Regulator

If you are dissatisfied with our response to a privacy complaint, you may lodge a complaint with the South African Information Regulator.

Information Regulator (South Africa)

Website:	https://inforegulator.org.za/
Address:	Woodmead North Office Park Maxwell Drive Woodmead Johannesburg, 2191
Complaints:	POPIAComplaints@inforegulator.org.za PAIAComplaints@inforegulator.org.za
General queries:	enquiries@inforegulator.org.za
Telephone:	010 023 5200

You may also exercise any applicable rights or remedies available under POPIA and other South African laws.