Privacy Notice

Approved By: Jason Lin — Global Technical & Sales Supply Chain Manager
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1. Who We Are

Palabora Global Limited ("PGL", "we") is a vermiculite trading company and part of the Palabora Group. PGL is responsible for the personal data described in this notice. Our address is 125 TownPark Drive, Suite 300, Kennesaw, GA 30144, United States.

This notice applies to our customers, suppliers, and other business contacts; visitors to our website; and our employees, contractors, and job applicants.

2. What We Collect

- **Business contacts:** name, job title, company, contact details, order and payment records, and correspondence
- **Website visitors:** details you submit through an enquiry, and basic technical data such as IP address and browser type
- **Employees, contractors, and applicants:** contact and identity details, CV and recruitment records, employment, pay, leave, and training records, and IT sign-in and security records

We do not collect sensitive personal data unless it is needed for employment purposes, such as limited health information for sick leave, and the law allows it.

3. Why We Use It

We use personal data only where we have a lawful reason to do so, including to:

- Process orders, shipments, invoices, and payments (contract)
- Prevent fraud, including verifying any change to payment details (legitimate interest and legal obligation)
- Manage employment, pay, and benefits (contract and legal obligation)
- Meet tax, accounting, audit, and other legal requirements (legal obligation)
- Maintain business relationships and protect our systems (legitimate interest)
- Send marketing or use non-essential website cookies, only where you have given consent

4. Who We Share It With

We do not sell personal data. We share it only where needed with other Palabora Group companies; logistics and shipping providers; our IT and software providers; banks; payroll and benefits providers; our accountants, auditors, and legal advisers; and authorities where the law requires it. Service providers handle data on our behalf under contractual safeguards.

5. International Transfers

We operate internationally, so personal data may be transferred to the United States, the United Kingdom, the European Union, South Africa, Singapore, and other countries. Where required, we protect these transfers with recognised safeguards, such as Standard Contractual Clauses.

6. How Long We Keep It

- Contracts, financial, and employee records: seven years after the relationship ends
- Business contact details: the length of the relationship plus three years
- Unsuccessful job applications: six months after the hiring decision
- Website enquiries that do not lead to business: two years

7. How We Protect It

We protect personal data with layered controls, including role-based access, multi-factor authentication, encryption, email security, and regular reviews. Suspected data breaches are investigated promptly and, where required, reported to the authorities within 72 hours.

8. Cookies

Our website uses cookies that are needed for it to work. We only use analytics or other non-essential cookies with your consent, which you can change at any time.

9. Your Rights

Depending on where you live, you can ask to access, correct, or delete your data; restrict or object to how we use it; receive a copy in a portable format; and withdraw consent at any time. We will respond within one month.

10. Changes to This Notice

We review this notice annually and will update it when our use of personal data changes.