

VELORA LOGISTICS

PRIVACY POLICY

Effective Date: 17 August 2026 | Last Updated: 17 August 2026

1. Introduction

Velora Logistics ("Velora Logistics", "we", "us", or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, use, store, share, and protect personal information obtained through our website, business communications, logistics operations, and interactions with customers, suppliers, contractors, transport partners, and other stakeholders.

We process personal information in accordance with applicable South African data-protection legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA).

2. Information We Collect

- Full name
- Company or organisation name
- Email address
- Telephone number
- Business address
- Billing and invoicing information
- Information submitted through website contact or quotation forms
- Collection and delivery information
- Delivery addresses
- Load and shipment information
- Proof of Delivery (POD) information
- Delivery notes and related transport documentation
- Supplier and contractor information
- Driver or transport-partner information where required for operations
- Communications between you and Velora Logistics
- IP address, browser information, and website usage data
- Any other information voluntarily provided to us

3. How We Use Personal Information

- Respond to enquiries
- Prepare quotations
- Arrange and coordinate transport services
- Manage collections and deliveries

- Communicate with customers, suppliers, drivers, contractors, and transport partners
- Prepare and manage logistics documentation
- Process Proof of Delivery documents
- Maintain trip and delivery records
- Issue invoices and reconcile payments
- Manage customer and supplier relationships
- Verify business transactions
- Maintain operational and financial records
- Improve our services and website
- Protect our systems and business from fraud or misuse
- Meet contractual obligations
- Comply with legal, regulatory, accounting, and tax requirements

4. Logistics and Delivery Information

In providing logistics services, Velora Logistics may process information contained in documents such as load instructions, trip sheets, weighbridge tickets, delivery notes, proof of delivery documents, invoices, and payment records.

5. Sharing of Information

Velora Logistics does not sell personal information.

Where reasonably necessary to provide our services, information may be shared with customers, suppliers, drivers, truck operators, subcontractors, depots, professional advisers, IT providers, and regulatory authorities where legally required.

6. Cookies and Website Information

The Velora Logistics website may use cookies or similar technologies to provide website functionality, improve performance, understand website usage, and maintain website security.

Where required, visitors will be provided with appropriate options regarding non-essential cookies. Users may also control certain cookies through their browser settings.

7. Information Security

Velora Logistics takes reasonable technical and organisational measures to protect personal information against loss, theft, unauthorised access, unauthorised disclosure, alteration, destruction, and misuse.

Access to business information should be limited to individuals who reasonably require it for their work. However, no electronic system or internet transmission can be guaranteed to be completely secure.

8. Retention of Information

Velora Logistics retains personal information only for as long as reasonably necessary for: providing logistics services; completing transactions; maintaining operational records; resolving disputes; fulfilling contractual obligations; meeting accounting and tax requirements; and complying with applicable laws and regulations.

Information that is no longer required will be securely deleted, destroyed, or anonymised where appropriate.

9. Your Rights

- Confirm whether we hold their personal information
- Provide access to their personal information
- Correct inaccurate or outdated information
- Delete information where legally permitted
- Restrict or object to certain processing
- Stop certain direct-marketing communications
- Address concerns about how their information is processed

10. POPIA

Velora Logistics endeavours to process personal information lawfully and reasonably in accordance with POPIA.

Personal information will generally be collected for specific and legitimate business purposes and should not be processed in a manner incompatible with those purposes. Where required, Velora Logistics will maintain appropriate safeguards for personal information under its control.

11. International Data Transfers

Some technology, cloud-hosting, email, or other service providers used by Velora Logistics may process information outside South Africa. Where applicable, Velora Logistics will take reasonable steps to ensure that cross-border processing complies with applicable data-protection requirements.

12. Third-Party Websites

Our website may contain links to websites operated by third parties. Velora Logistics is not responsible for the privacy, security, or content practices of those third-party websites.

13. Changes to This Privacy Policy

Velora Logistics may update this Privacy Policy periodically to reflect changes to our operations, website, technology, or legal obligations. The latest version will be published on our website.

14. Contact Velora Logistics

For privacy-related enquiries, requests, or concerns, please contact:

Velora Logistics

General Enquiries: info@veloralogistics.org

Management Contacts: oo.odinga@veloralogistics.org mt.mutola@veloralogistics.org

15. Complaints

If you believe Velora Logistics has processed your personal information unlawfully, you may contact us first so that we can investigate and address your concern.

You may also have the right to lodge a complaint with the Information Regulator of South Africa in accordance with applicable law.

Operational documents may include:

- Load instructions
- Trip sheets
- Weighbridge tickets
- Delivery notes
- Proof of Delivery documents
- Invoices
- Payment and reconciliation records

Information may be shared with:

- Customers
- Suppliers
- Drivers
- Truck owners and transport operators
- Subcontractors
- Collection and delivery facilities
- Mines, warehouses, depots, and other relevant operational locations
- Accountants, auditors, attorneys, and professional advisers
- IT, hosting, and other service providers
- Banks and payment providers
- Government or regulatory authorities where legally required

Only information reasonably necessary for the relevant purpose should be shared.

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