



Effective Date: 10 June 2026 | Last Updated: 10 June 2026

1. INTRODUCTION

Tri Metals (Pty) Ltd ("Tri Metals", "we", "us", or "our") is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website (info7415483.wixsite.com/tri-metals-1) or conduct business with us.

By using our website or services, you agree to the collection and use of information in accordance with this policy and the Protection of Personal Information Act 4 of 2013 (POPIA).

2. INFORMATION WE COLLECT

We may collect the following types of personal information:

- Identity Information: Full name, ID number, and date of birth (required for precious metals transactions in terms of FICA).
- Contact Information: Email address, phone number, and physical/postal address.
- Financial Information: Bank account details provided for EFT transactions.
- Transaction Information: Details of metals bought, sold, or exchanged, including certificate numbers and amounts.
- Technical Information: IP address, browser type, and pages visited on our website (collected automatically via cookies).

3. HOW WE USE YOUR INFORMATION

We use your personal information for the following purposes:

- To process and complete precious metals transactions.
- To comply with FICA (Financial Intelligence Centre Act) and SARS obligations, including Domestic Reverse Charge (DRC) VAT reporting.
- To send invoices, receipts, and transaction confirmations.
- To respond to enquiries and provide customer support.
- To improve our website and services.
- To comply with any applicable legal or regulatory requirements.

4. SHARING OF INFORMATION

We do not sell, rent, or trade your personal information to third parties. We may share your information with:

- SARS (South African Revenue Service): As required for VAT, DRC, and tax compliance obligations.
- Financial Intelligence Centre (FIC): As required under FICA for reportable transactions.
- Our banking partners: Solely for the purpose of processing payments.
- Service providers: Who assist us in operating our business, subject to confidentiality agreements.

All third parties are required to maintain the confidentiality and security of your information.

5. DATA SECURITY

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, or destruction. All sensitive transaction data is stored securely and access is restricted to authorised personnel only.

6. RETENTION OF INFORMATION

We retain your personal information for as long as necessary to fulfil the purposes outlined in this policy, or as required by law. FICA and tax records are retained for a minimum of five (5) years as prescribed by South African law.

7. YOUR RIGHTS (POPIA)

Under POPIA, you have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your information (subject to legal retention requirements).
- Object to the processing of your information.
- Lodge a complaint with the Information Regulator of South Africa.

To exercise any of these rights, contact us at alwyn@trimetals.co.za.



8. COOKIES

Our website may use cookies to enhance your browsing experience. You can disable cookies in your browser settings; however, some features of the website may not function properly as a result.

9. THIRD-PARTY LINKS

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites and encourage you to review their privacy policies independently.

10. CONTACT US

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Tri Metals (Pty) Ltd | 18 Lowe Street, Fransville, Witbank

Email: alwyn@trimetals.co.za | Tel: 079 720 5523

VAT No: 4020324473 | Reg: 2026/024427/07