

PRIVACY POLICY

City Tyres

Effective Date: 22 May 2026

At City Tyres, we value and respect your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information in accordance with the Protection of Personal Information Act (“POPIA”) of South Africa. By using our services, visiting our branches, contacting us, or engaging with us online, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

City Tyres may collect personal information including, but not limited to:

- Full names and surnames
- Contact numbers and email addresses
- Physical and delivery addresses
- Vehicle details relevant to services or purchases
- Payment and billing information
- Customer enquiries and communication history
- Website and social media interaction information
- CCTV footage at our premises for security purposes where applicable

We only collect information necessary for operational, legal, and customer service purposes.

2. How We Use Your Information

Your information may be used for the following purposes:

- Supplying tyres, rims, batteries, fitment, balancing, alignment, and related services
- Processing quotations, invoices, orders, and payments
- Providing customer support and after-sales service
- Scheduling bookings and appointments
- Informing customers about promotions, specials, and new products
- Improving our customer service and business operations
- Meeting legal and regulatory requirements

City Tyres does not sell, rent, or unlawfully distribute customer information to third parties.

3. Sharing of Information

We may share personal information with trusted third parties when necessary, including:

- Payment service providers
- Suppliers and distributors
- Delivery or courier partners
- Professional advisors and auditors
- Government or legal authorities where required by law

All third parties are expected to treat customer information confidentially and responsibly.

4. Protection of Personal Information

City Tyres takes reasonable and appropriate security measures to protect personal information against:

- Unauthorised access
- Loss or theft
- Misuse or unlawful processing
- Damage or destruction

While every effort is made to secure information, no electronic storage or online transmission can be guaranteed to be completely secure.

5. Cookies and Online Platforms

Our website and social media platforms may

use cookies or analytics tools to improve browsing experience and better understand customer interaction.

Cookies help us personalise content, improve functionality, and monitor website performance. Users may disable cookies through their browser settings if preferred.

6. Marketing Communication

City Tyres may send customers promotional offers, specials, updates, or marketing communication from time to time.

Customers may opt out of receiving marketing communication at any stage by contacting us directly or using available unsubscribe methods.

7. Your Rights

In terms of applicable South African privacy laws, customers have the right to:

- Request access to their personal information
- Request correction of inaccurate information
- Request deletion of information where applicable
- Object to certain processing activities
- Withdraw consent where consent was previously provided
- Lodge a complaint with the Information Regulator of South Africa

8. Retention of Information

City Tyres will retain personal information only for as long as reasonably necessary to fulfil operational, legal, financial, and compliance obligations.

9. Third-Party Websites

Our online platforms may contain links to third-party websites or services. City Tyres is not responsible for the privacy practices, content, or policies of external websites.

10. Updates to this Privacy Policy

City Tyres reserves the right to amend or update this Privacy Policy at any time without prior

notice.

Updated versions may be made available through our official communication channels.

11. Contact Details

For any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

City Tyres

Main Branch:

568 WF Nkomo Street, Pretoria West, Gauteng,
South Africa

Second Branch:

42 Swaan Street, Eastlynne, Corner of
Baviaanspoort Road, Pretoria, Gauteng, South
Africa

Telephone:

012 370 8001 / 012 370 8002

City Tyres — Your Only Contact With The Road.