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# Terms of Service & Privacy Policy

SOLIS Engineering & Project Services | Critical Works. Controlled Delivery.

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**Last updated:** 1 July 2026

This Terms of Service and Privacy Policy applies to the website of **SOLIS Engineering & Project Services**.

By using this website, submitting an enquiry, requesting information, or communicating with SOLIS through this website, you agree to the terms set out below.

## 1. About SOLIS

SOLIS Engineering & Project Services provides specialised rigging, engineering support, safety risk consulting, project management and skilled workforce solutions for industrial, construction, maritime, ship repair and oil and gas environments.

**Responsible Party:**

SOLIS Engineering & Project Services  
K2019324614 (SOUTH AFRICA) PTY LTD  
Company Registration: 2019 / 324614 / 07  
59 Scotia Terrace, Redhill, Durban, 4051, South Africa

**Director / Information Officer:**

Mathew Summers  
083 791 3151  
mathew@solisengineering.co.za

## 2. Website Terms of Use

This website is provided for general information about SOLIS, our services, capabilities and contact details.

You may use this website only for lawful purposes. You may not use the website in any way that damages, disables, overloads, compromises or interferes with the site, its security, or any other user's access.

The content on this website does not constitute a binding quotation, technical instruction, safety instruction, professional certification, engineering instruction or project commitment. Any project, appointment, supply of personnel, consulting work or service engagement will be subject to a separate written quotation, proposal, scope of work, contract or service agreement.

## 3. Accuracy of Information

SOLIS aims to keep the information on this website accurate and up to date. However, website content may change without notice and may not always reflect the latest service offering, availability, pricing, credentials or project capability.

Users should contact SOLIS directly before relying on any information for procurement, compliance, safety, project planning or commercial decision-making purposes.

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## 4. Intellectual Property

All website content, including text, layout, graphics, logos, icons, photographs, service descriptions and visual elements, belongs to SOLIS or its licensors unless otherwise stated.

You may view, download or print content for personal or internal business reference only. You may not copy, reproduce, alter, distribute, publish, sell or use any content for commercial purposes without written permission from SOLIS.

## 5. External Links

This website may contain links to third-party websites or platforms. These links are provided for convenience only. SOLIS is not responsible for the content, accuracy, security, privacy practices or availability of any third-party website.

## 6. Limitation of Liability

To the fullest extent permitted by South African law, SOLIS will not be liable for any loss, damage, interruption, data loss, business loss, reputational loss or indirect damages arising from use of this website or reliance on website content.

Nothing in these terms excludes liability where South African law does not allow such exclusion.

## 7. Privacy Policy

SOLIS respects your privacy and is committed to protecting personal information in accordance with the Protection of Personal Information Act, 4 of 2013, commonly referred to as POPIA.

This Privacy Policy explains how we collect, use, store, share and protect personal information.

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## 8. What Personal Information We Collect

SOLIS may collect the following personal information when you interact with us:

- Name and surname
- Company name
- Job title or role
- Email address
- Telephone or mobile number
- Physical or business address
- Project, tender or service enquiry details
- Information submitted through website forms
- Communication records, including emails and messages
- Supplier, contractor or client information
- Recruitment or workforce-related information where applicable
- Technical website information, such as IP address, browser type, device type, pages visited and cookie data

We only collect information that is reasonably necessary for legitimate business, operational, legal, safety, contractual or communication purposes.

## 9. How We Collect Personal Information

We may collect personal information when you:

- Complete a contact form on our website
- Send us an email
- Phone or message SOLIS
- Request a quotation, proposal, tender response or company information
- Engage with SOLIS as a client, supplier, contractor, employee, candidate or business partner
- Visit or interact with our website
- Provide information to us in connection with a project, site, contract, compliance requirement or safety process

Where possible, we collect personal information directly from you. In some cases, we may receive information from your employer, a client, a supplier, a project partner, a regulator, a professional body, a contractor, a recruitment process, or another lawful source.

## 10. Why We Process Personal Information

SOLIS may process personal information for the following purposes:

- Responding to enquiries
- Preparing quotations, proposals and tender responses
- Providing engineering, rigging, safety risk, project management and workforce services
- Communicating with clients, suppliers, contractors and project stakeholders

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- Managing project delivery and site-related requirements
  - Confirming qualifications, experience, credentials, compliance or suitability
  - Supporting health, safety, environmental and regulatory obligations
  - Managing contracts, billing, records and administration
  - Maintaining business records
  - Improving our website, services and communication
  - Sending relevant business updates or marketing communication where permitted
  - Complying with applicable laws, regulations, codes, audits or lawful requests

## 11. Legal Basis for Processing

SOLIS processes personal information only where there is a lawful basis to do so. This may include:

- Your consent
- The need to perform a contract or take steps before entering into a contract
- Compliance with a legal obligation
- Protection of legitimate business, safety or operational interests
- The need to protect the rights or interests of SOLIS, our clients, workers, contractors or project stakeholders
- A lawful purpose connected to a project, tender, service request, employment or contractor process

Where we rely on consent, you may withdraw your consent at any time, subject to legal, contractual or operational limitations.

## 12. Special Personal Information

SOLIS does not intentionally collect special personal information through the general website unless it is necessary for a lawful business, safety, employment, contractor, regulatory or project-related purpose.

Special personal information may include health, biometric, union, criminal, religious or other sensitive information as defined by POPIA.

Where such information is required, SOLIS will process it only where permitted by law and only for the specific purpose for which it is required.

## 13. Children's Personal Information

This website is not directed at children. SOLIS does not knowingly collect personal information from children through this website.

If we become aware that a child's personal information has been submitted without appropriate authority, we will take reasonable steps to delete it or process it only where legally permitted.

## 14. Is Providing Information Voluntary or Mandatory?

In most cases, providing personal information through the website is voluntary.

However, if you choose not to provide the information needed for a particular request, SOLIS may not be able to respond to your enquiry, provide a quotation, process a service request, assess a tender, supplier, contractor or employment-related matter, communicate with you properly, or meet legal, safety, operational or contractual

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requirements.

## 15. Sharing Personal Information

SOLIS may share personal information with trusted parties where necessary and lawful, including authorised representatives of SOLIS, clients, project owners or site representatives, contractors, suppliers and service providers, IT and cloud service providers, professional advisers, regulatory bodies, safety organisations, public authorities, law enforcement or government authorities where legally required, and any other party where you have given consent or where the law permits or requires disclosure.

We require service providers and operators who process personal information on our behalf to protect that information and to process it only for authorised purposes.

## 16. Cross-Border Transfers

Some of our service providers, systems or cloud-based platforms may store or process information outside South Africa.

Where personal information is transferred outside South Africa, SOLIS will take reasonable steps to ensure that the recipient is subject to appropriate privacy, security and confidentiality safeguards, or that another lawful basis for the transfer applies.

## 17. Cookies and Website Analytics

Our website may use cookies or similar technologies to improve website performance, understand how visitors use the site and support basic website functionality.

Cookies may collect technical information such as browser type, device type, pages visited, time spent on the site and general usage patterns.

You can adjust your browser settings to block or delete cookies. Some website features may not function properly if cookies are disabled.

If the website uses third-party analytics or advertising tools, SOLIS will take reasonable steps to ensure that these tools are configured in a privacy-conscious way.

## 18. Direct Marketing

SOLIS may send marketing or business communication where permitted by law.

We will not send unsolicited electronic direct marketing unless we have the required consent or are otherwise permitted to do so under POPIA.

Every marketing email or message will include a reasonable way to opt out or unsubscribe.

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## 19. Security Safeguards

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

These measures may include access controls, secure storage, confidentiality controls, IT security practices, staff awareness, supplier controls and reasonable administrative safeguards.

No website, email system or digital platform can be guaranteed to be completely secure. Users submit information electronically at their own risk, but SOLIS will take reasonable steps to protect personal information in our possession.

## 20. Security Compromises

If SOLIS becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate, contain and address the incident.

Where required by POPIA, we will notify the Information Regulator and affected data subjects as soon as reasonably possible.

## 21. Retention of Personal Information

SOLIS will retain personal information only for as long as reasonably necessary for the purpose for which it was collected, or as required by law, contract, operational needs, recordkeeping requirements, tax obligations, safety obligations, audit requirements or legitimate business purposes.

When personal information is no longer needed, we will take reasonable steps to delete, destroy, de-identify or securely archive it.

## 22. Your Rights

Under POPIA, you have the right to:

- Know when your personal information is being collected
- Request access to personal information we hold about you
- Request correction or deletion of inaccurate, irrelevant, excessive, outdated, incomplete, misleading or unlawfully obtained personal information
- Object to the processing of your personal information in certain circumstances
- Withdraw consent where processing is based on consent
- Object to direct marketing
- Submit a complaint to the Information Regulator
- Seek legal remedies where your rights have been infringed

To exercise your rights, contact SOLIS using the details below.

## 23. Access, Correction or Deletion Requests

To request access to, correction of, or deletion of your personal information, please contact:

**Director / Information Officer**

Mathew Summers

083 791 3151

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mathew@solisengineering.co.za

We may need to verify your identity before processing your request. We will respond within a reasonable time and in accordance with applicable law.

## 24. Complaints

If you believe that SOLIS has processed your personal information unlawfully or has not addressed your privacy concern properly, please contact us first so that we can try to resolve the matter.

You may also lodge a complaint with the Information Regulator of South Africa:

### **Information Regulator South Africa**

Website: [inforegulator.org.za](http://inforegulator.org.za)

Telephone: 010 023 5200

Toll Free: 0800 017 160

Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

POPIA Complaints: [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)

## 25. PAIA and Access to Records

Requests for access to records may be made under the Promotion of Access to Information Act, where applicable.

SOLIS may require the completion of prescribed forms, identity verification and compliance with applicable access-to-information processes before records are released.

## 26. Changes to This Policy

SOLIS may update this Terms of Service and Privacy Policy from time to time.

The latest version will be published on this website with the updated date. Continued use of the website after changes are published means that you accept the updated terms.

## 27. Contact SOLIS

For website, privacy, personal information or general enquiries, please contact:

### **SOLIS Engineering & Project Services**

59 Scotia Terrace  
Redhill, Durban, 4051  
South Africa

**Director:** Mathew Summers

**Phone:** 083 791 3151

**Email:** [mathew@solisengineering.co.za](mailto:mathew@solisengineering.co.za)

### **SOLIS Engineering & Project Services**

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Note: This document is a practical website policy draft and should be reviewed by a South African legal practitioner before publication where legal certainty is required.