

# **Protection of Personal Information Act No. 4 of 2013 (POPIA)**

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## **WHAT IS PERSONAL INFORMATION**

POPIA defines personal information as information relating to a natural/juristic person, including but not limited to-

- Information relating to the race, gender, marital status, national, ethnic or social origin, colour, age, physical or mental health, well-being, disability, language and birth of the person
- Information relating to the registration particulars of any juristic person, and its shareholders, directors and executive officers
- Any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other particular assignment to the person
- The biometric information of the person

## **PURPOSE OF COLLECTING YOUR PERSONAL INFORMATION**

We need your personal information to:

- Consider your request to be placed on our waiting list for accommodation
- Manage the waiting list
- Keep you informed of any changes in policies, documentation available from time to time.
- Help us to improve our services to you
- Comply with internal audit and record keeping purposes
- Generally to comply with all legal and regulatory requirements which may from time to time be applicable to our organisation.

## **DISCLOSURE OF YOUR PERSONAL INFORMATION**

Your personal information is kept confidential, but we may disclose it in certain circumstances, including the following:

- To any sub-contractor used by us with respect to any services required at the time of allocation of a cottage.
- To any service provider we may use at the time of allocating a cottage
- To a Court if we are required by Subpoena to do so
- To any statutory body, including the regulator in terms of POPIA.

## **PROTECTING YOUR PERSONAL INFORMATION**

POPIA requires us to have arrangements in place which protect your personal information from unauthorised access abuse.

We have the following arrangements:

- Physical security of our records
- Electronic security protecting access to our computer and network records
- Secure communications

- Restrictions to ensure that any sub-contractor or service provider is bound by similar arrangements to protect your personal information.

## **ACCESS TO YOUR PERSONAL INFORMATION**

You may contact us at any time to enquire what personal information we hold for you. We will make the information available to you upon request and after reasonable satisfaction that you have confirmed your identity to us.

## **CORRECTION OF PERSONAL INFORMATION**

We are obliged to store information which is accurate and updated. You may update, correct, amend or delete your personal information at any time. We will take all reasonable steps to confirm your identity before making changes to personal information.

## **COMPLAINTS**

You have the right to address any complaints you may have regarding how we process your personal information, which should in the first instance be directed to us, alternatively you may contact the Personal Information Regulator on the email address [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

## **AMENDMENTS**

We reserve the right to amend this Notice from time to time. If we do so, you will be given notice in writing.