

## **THE PROTECTION OF PERSONAL INFORMATION ACT**

### NOTICE TO RESIDENTS

This Notice explains how we collect, process, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

At Tyger Quays Sectional Title Scheme (hereafter referred to as the Scheme), we are committed to protect your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

No Personal Information collected by the Body Corporate and the Managing Agent will be provided to or disseminated to third parties for marketing purposes or sold to database vendors.

#### **The personal information we collect**

According to the Act, personal information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, the following items can be included as personal information:

- (a) Name, surname, physical and postal addresses, e-mail addresses, telephone numbers, identifying numbers or symbols, such as identity number, passport number, driver license number, vehicle registration and vehicle number plate, as well as login details relating to applications issued by service providers of the Scheme and utilised by such persons;
- (b) Registered name and registration number, as well as directors, trustees or members' data (as indicated above) of legal entities registered as owners of units / sections within the Scheme;
- (c) Gender, marital status, nationality, age, language, date of birth and employment;
- (d) Biometric information such as fingerprints, handprints, photo and facial data, which include video recordings of entry, regress and other security related recordings;
- (e) Correspondence from and to persons implicitly or explicitly of a private or confidential nature;

(f) Personal opinion views or preferences and views or opinions of other individuals.

## **How we collect the information**

The Body Corporate and Managing Agent collect and process your personal information mainly for two reasons. The first is for the effective management and administration of the Scheme and the second is for the effective provision and management of security related services. For these purposes we will collect your personal details as well as your biometric information.

The Body Corporate and Managing Agent collect your personal information directly from you where you provide us with your information and from those persons who you authorised to register on your unit and all visitors to your unit. For instance, when you become a member of the Scheme, when you register yourself, when your family, other residents or your workers are registered for security and communication purposes. The supply of the Personal Information to us is mandatory to enable the Body Corporate to comply with its mandate in terms of the Memorandum of Incorporation. The Body Corporate will be unable to fulfil its mandate to its members should you, other residents or visitors refuse to provide us with the required information or provide us with incomplete or invalid information.

## **How we use your information**

The Body Corporate and Managing Agent will use the personal information solely for the purposes for which it was collected. In addition, where necessary the information may be retained for legal or statistical purposes.

The personal information will be held and used for, inter alia, the following reasons:

- (a) To send levy, penalty and related invoices as well as statements to the correct persons;
- (b) To allocate levy and other payments correctly;
- (c) To send out communication about the annual budget, the Annual General Meeting and other body corporate meetings;
- (d) To facilitate communications with owners, residents and tenants regarding security issues or in an emergency;
- (e) To take swift action in the event of levy or other debt defaults, where such personal information will be shared with the legal firm appointed to collect such debt.
- (f) To send out communications to residents regarding communal matters/issues,
- (g) To exercise management functions relating to the Scheme and the Body Corporate.

- (h) To conduct all administrative and management tasks of the Scheme;
- (i) To provide security related services, which include managing the access and egress of all persons and vehicles entering and exiting the Scheme;
- (j) To prepare for management purposes reports relating to the access and egress of persons at the Scheme;
- (k) To record all entries and exits for management purposes,
- (l) To identify the persons moving into or out of the Scheme and all those that are living in the Scheme;
- (m) To record all entries and exits for risk mitigation and crime prevention purposes.

### **Disclosure of information**

The Body Corporate and Managing Agent will disclose the personal information only to our service providers who are involved in the provision of Information Technology services, Security Access Control Management services and, if required, contractors for maintenance / repair purposes to units / sections where the responsibility for such maintenance or repairs rests with the Body Corporate. Agreements with these service providers will be put in place to ensure they comply with the privacy requirements as required by the Protection of Personal Information Act.

The Body Corporate and Managing Agent may also disclose your information:

- (a) where we have a duty or a right to disclose it in terms of a particular law; or
- (b) where we believe it is necessary to protect our or your rights.

### **Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- (a) Physical security;
- (b) Computer and network security;

- (c) Access to personal information;
- (d) Secure communications;
- (e) Retention and disposal of information.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

### **Access to information**

You may request a copy of the personal information we hold about you. To do this, simply contact our Management Agent on (021) 410 5500 and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

### **Correction of your information**

You have the right to ask us to update or correct your personal information or to delete any incorrect personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information and the personal information of the persons registered on your unit accurate and notify us of any changes.