

POPIA POLICY

MOUNT EDGECOMBE COUNTRY CLUB ESTATE



MOUNT EDGECOMBE
COUNTRY CLUB ESTATE

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1. Introduction

1.1 Protecting your privacy is very important to us.

We are Mount Edgecombe Country Club, We respect your privacy and take it very seriously and this is our plan of action for the protection of your personal information. It describes how we **collect, use, disclose, and store** your personal information.

Application

This Privacy Notice applies to you when you visit our website, use our mobile app, or use of any of our services as a customer.

Who we are

Mount Edgecombe Country Club Estate, a Residential and Golfing Estate.

The purpose of this policy is to describe how and why we collect, store, use, share or otherwise process your personal information. It also explains your rights in relation to your personal information and how to contact us if you have a question or complaint.

This policy changes from time to time. The latest version of this policy will be made available on request.

2. Definitions

Some of the key terms that we use in this policy are defined below:

- 2.1 "Estate" and/or "Mecc" or "Mecce" means Mount Edgecombe Country Club & Estate;
- 2.2 "we", "us" or "our" means Mecce and all of our affiliates, business partners and related parties;

The information we collect, and process includes but in not limited to the following information

- Your name and contact information, your email address, contact telephone numbers, physical address, postal address
- Your identity number, passport number
- Your date of birth, age, age, gender, nationality, title and language preference
- Your biometric information
- Your vehicle registration number and driver license
- Your golfing or sporting information
- Your verified bank details if you opt to go onto our Debit order system
- Your employment details
- All correspondence received from you
- Any other personal information that reasonably required by us to engage with you and/or provide services to you

Your data protection rights:

- You are entitled to access your personal data by sending a written request to the

Information officer. We may charge you a fee for this service.

- You may also request the information officer to correct or supplement any of your personal data which she will undertake as soon as practicable.
- Request the destruction of your personal data. The information officer will consider your request in light of any other laws or regulations prohibiting Mecc from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

- (a) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

2.3 “POPIA” means the Protection of Personal Information Act 4 of 2013, as amended from time to time;

2.4 “processing” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- (b) dissemination by means of transmission, distribution or making available in any other form; or
- (c) merging, linking, as well as restriction, degradation, erasure or destruction of information.

3. **The personal information we may collect**

3.1 We may collect and process the following personal information about you:

- (a) Your name and contact information, including your email address, telephone number, physical address, postal address and other location information, erf number;
- (b) Your date of birth, age, gender, race, nationality, title and language preferences;
- (c) Your identity number, passport number and photograph;
- (d) Your vehicle registration number, vehicle licence and driving licence;
- (e) Your biometric information, including but not limited to, if applicable, that information obtained from your fingerprints, hands, facial recognition and/or retinal scanning;
- (f) Your verified banking details;
- (g) Your employment details;
- (h) Correspondence from you of a private or confidential nature;

- (i) The categories of personal information listed in our PAIA Manual or otherwise included in the definition of “personal Information” in POPI; and
- (j) Such other personal information as is disclosed by you to us, or reasonably required by us to engage with you and/or provide services to you.

4. How your personal information is collected

4.1 We may collect or obtain personal information about you:

- (a) directly from you;
- (b) during the course of our interactions with you;
- (c) when you visit the Club or Estate or any of its amenities;
- (d) when you visit and/or interact with our website or any other social media platforms or IT services;
- (e) from publicly available sources; and
- (f) from a third party who is authorised to share that information.

5. How and why we process your personal information

5.1 The personal information we may collect and why and how we use it depends on our relationship with you.

5.2 POPIA requires that personal information “is collected for a specific, explicitly defined and lawful purpose related to a function or activity of the responsible party.”

5.3 Further, POPIA provides that personal information may only be processed if:

- (a) the data subject or a competent person where the data subject is a child consents to the processing;
- (b) processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party;
- (c) processing complies with an obligation imposed by law on the responsible party;
- (d) processing protects a legitimate interest of the data subject;
- (e) processing is necessary for the proper performance of a public law duty by a public body; or
- (f) processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied.

- 5.4 The table at **Annexure A** hereto sets out a list of the types of information we collect and explains why we collect and use it.
- 5.5 We may collect other personal information from time to time where you provide it to us, as necessary for our business requirements, or in order to comply with applicable laws.
- 5.6 Where it is lawful and practicable for us to allow it, you have the right not to identify yourself when dealing with us. However, if you don't provide us with your personal information, it may impact our ability to engage with you and/or provide services to you.

6. **Who we share your personal information with**

- 6.1 Depending on the circumstances, we may disclose your personal information to the following categories of persons:
 - (a) Auditors, legal and other professional advisers and consultants of the Estate or other third parties who help us deliver our services and all committees of Mecce;
 - (b) Information Technology and other service providers who help us run the Mecc or otherwise manage or store the personal information;
 - (c) Government and law enforcement authorities;
 - (d) Financial institutions;
 - (e) Other third parties where disclosure is required by law or otherwise required for us to perform our obligations and provide our services; and
 - (f) To any other person with your consent to the disclosure.
- 6.2 We take reasonable steps to protect the confidentiality and security of your personal information when it is disclosed to a third party and seek to ensure the third party deals with your information in accordance with our instructions, applicable privacy laws, and only for the purpose for which it is disclosed.

7. **Data security**

- 7.1 We may hold your personal information in electronic or in hard copy form. We may keep this information at our own premises, or at sites managed by our services providers.
- 7.2 We are committed to keeping your personal information safe.
- 7.3 We use a range of physical, electronic and procedural safeguards to do this. We update these safeguards from time to time in order to address new and emerging security threats. We also train our people on privacy matters as

appropriate, and seek to limit access to personal information to those of our people who need to know that information.

- 7.4 We implement appropriate security measures to protect your personal information that is in our possession against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, in accordance with applicable law.
- 7.5 Where there are reasonable grounds to believe that your personal information that is in our possession has been accessed or acquired by any unauthorised person, we will notify the relevant regulator and you, unless a public body responsible for detection, prevention or investigation of offences or the relevant regulator informs us that notifying you will impede a criminal investigation.

8. How long your personal information will be kept

- 8.1 We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service) or to comply with applicable legal, tax or accounting requirements.
- 8.2 We shall only retain and store your personal information for the period for which the information is required to serve the purpose for its collection, or a legitimate interest or the period required to comply with applicable legal requirements, whichever is longer.

9. International transfer of personal information

- 9.1 In some cases, the third parties to whom we may disclose your personal information may be located outside your country of residence (for example, in a cloud service, system or server), and may be subject to different privacy regimes.
- 9.2 When we disclose personal information overseas, we will take appropriate safeguards to protect your personal information to ensure that the recipient will handle the information in a manner consistent with this policy and the level of protection provided for in POPIA.

10. Your rights

- You are entitled to access your personal data by sending a written request to the Information officer. We may charge you a fee for this service.
- You may also request the information officer to correct or supplement any of your personal data which she will undertake as soon as practicable.
- Request the destruction of your personal data. The information officer will consider your request in light of any other laws or regulations prohibiting Mecc from destroying your personal data.
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You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at tanusha@mountedgecombe.com if you wish to make a request.

11. How to contact us

Contact details:

Mount Edgecombe Country Club
Gate 2,
1 Golf Course Drive
Mount Edgecombe
4301
0315395330
tanusha@mountedgecombe.com

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at tanusha@mountedqcombe.com

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

The Information Regulator (South Africa)

33 Hoofd Street
Forum III, 3rd Floor Braampark
P.O Box 31533
Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za

- 11.1 If you want us to delete all personal information we have about you, we may need to terminate the agreements we have with you. We can refuse to delete your information if we are required by law to retain it or if we need it to protect our rights.

12. Changes to this privacy policy

- 12.1 This Policy was published on 1st of July 2022 and last updated on 1st of July 2022.
- 12.2 We may change this privacy notice from time to time—when we do we will inform you via email.

Annexure A: Types of Information we collect and why we use it

The table below sets out a list of the types of information we collect and why we use it.

Information Type	Reasons why we may use this information
Identification information: such as your name, photograph, passport, national identification, biometric information, gender, date of birth, vehicle registration number, vehicle licence and driving licence, information regarding your employer	To verify your identity to, <i>inter alia</i> , enable you to enter the Estate, to provide services to you, undertake adequate security and monitoring measures, comply with our legal and contractual obligations, and otherwise for our legitimate interests or those of a third party
Contact information: such as, email address; telephone number; physical address; erf number	To contact you with information relevant to you as a resident / supplier of the Estate and/or its residents; to keep you informed about our activities and updates, to respond to any queries and requests, to manage and resolve any commercial or legal complaints or issues, to carry out planning and forecasting activities, to comply with our legal and contractual obligations, and otherwise for our legitimate interests or those of a third party
Contact and payment information and other information of suppliers / contractors / service providers: such as, name; email; telephone number; address, payment and bank details	To enable us to procure products and services from you, to keep you informed about our activities and updates, to respond to any queries and requests, to carry out market analysis and research, to carry out planning and forecasting activities, for other internal business processes, to comply with our legal and contractual obligations, and otherwise for our legitimate interests or those of a third party
Contact and other information of our directors, trustees, staff (past / present) / prospective employees: contact details, employment history, references, vetting information, financial information including banking details, IT information and other information relating to employment (eg: leave; appraisals etc)	To enable you to carry out your role / duties, to carry out our contract with you, monitor your performance and compliance with our policies / standards / procedures, provide you with training and benefits and provide remuneration, to comply with our legal and contractual obligations, and otherwise for our legitimate interests or those of a third party
Information obtained for purposes of entry, exit and whilst inside the Estate: such as, CCTV images; photographs; contact details; incident reports; witness statements; car registration information; access records and registration details.	To allow you access to our Estate in line with our security policies and procedures and to manage and resolve any legal or commercial complaints or issues, including security practices.

Your data protection rights:

- You are entitled to access your personal data by sending a written request to the Information officer. We may charge you a fee for this service.
- You may also request the information officer to correct or supplement any of your personal data which she will undertake as soon as practicable.
- Request the destruction of your personal data. The information officer will consider your request in light of any other laws or regulations prohibiting Meccema 2 from destroying your personal data.

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