



PERSONAL INFORMATION

PRIVACY NOTICE AND CONSENT

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1. INTRODUCTION

The Welgelegen Home Owners Association (WHOA) respects the privacy of everyone who resides in Welgelegen. Consequently we would like to inform you in regards the way we use your Personal Information. We recommend you to read this Personal Information Privacy Notice and Consent so that you understand our approach towards the use of your Personal Information.

By providing your Personal Information to us, you will be treated as having given your consent and agree that we may collect, use, and disclose – only where necessary and appropriate as referred to in this policy – your Personal Information in accordance therewith.

This Notice explains how we obtain, use and disclose your personal information, as is required by the Protection of Personal Information Act, 2013 (POPI Act). The WHOA is committed to protecting your privacy and to ensure that your Personal Information is collected and used properly, lawfully and openly.

2. COLLECTION OF PERSONAL INFORMATION

We collect and process your Personal Information in order to control access to Welgelegen, assist in ensuring your safety and security whilst in residence, and provide administrative and communications services relevant to community living. We will collect information that we need for this purpose only. We collect information directly from you when you complete the required Welgelegen registration and/or application forms supplied to you by the WHOA.

Examples of the information we collect from you are:

- ID number
- Name
- Address
- Email address
- Cellular phone number
- Vehicle details and registration number
- Thumb and Index finger print

3. COLLECTION OF NON-PERSONAL

We may also collect non-Personal Information about you such as the number of children and pets, or information regarding your property (size/extent etc). You cannot be identified from this information and it is only used to assist us in effectively servicing the needs of the broader community and estate, and identifying specific members or residents who might require direct communication with the WHOA on discrete matters.

4. HOW WE USE YOUR INFORMATION

We will use your Personal and Non-Personal Information only for the purposes for which it was collected, for example:

- Confirm and verify your identity for security purposes such as entry to / exit from Welgelegen
- Send levy accounts and statements to you
- Allocate payments correctly
- Send out communications about the annual budget, the AGM and other body corporate or HOA meetings
- Facilitate communications with members and tenants regarding security issues, emergency situations, or events such as recent Covid-19 lockdowns
- Take swift action in the event of levy defaults
- For audit and record keeping purposes
- In connection with legal proceedings
- Authorise and direct visitors or deliveries to you
- Communicate with you regarding Rules and Guideline transgressions reported to or noted by the WHOA
- Respond to your queries or comments
- Notify you about activities within Welgelegen which may be of interest or have some impact on you

5. PERSONAL 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 is secure.

Our Personal Information policies and procedures cover:

- Acceptable usage of personal information
- Access to personal information
- Computer and network security
- Governance and regulatory issues
- Investigating and reacting to security incidents
- Monitoring access and usage of personal information
- Physical security
- Retention and disposal of information

6. DISCLOSURE OF PERSONAL INFORMATION

We may disclose your Personal Information to third parties who are involved in the operation and/or management of Welgelegen. 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.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes
- Where we believe it is necessary to protect our rights

7. CORRECTION OF PERSONAL INFORMATION

You have the right to ask us to update or correct your personal information. We will take all reasonable steps to confirm your identity before making changes to Personal Information we may hold about you. We would appreciate it if you would take the necessary steps to keep your Personal Information accurate and up-to-date by notifying us of any changes we need to be aware of.

8. RETENTION OF PERSONAL INFORMATION

We will only retain your Personal Information for as long as you are a member of the Welgelegen Home Owners Association or a resident within Welgelegen, and for no longer than it is necessary to fulfil the purposes for which it was collected, unless we have to keep it for legitimate business or legal reasons. In order to protect information from accidental or malicious destruction, when we delete information from our records we may not immediately delete residual copies from our primary or backup systems.