



ERINVALE[®] COUNTRY ESTATE HOMEOWNERS' ASSOCIATION

Unit 6005, Erinvale Estate, Somerset West, 7130, South Africa

Tel: +27 (021) 847-1563/1249 Fax/Ans: +27 (021) 847-1129

E-Mail: info@erinvalehoa.co.za

Erinvale Country Club and Estate Privacy Policy

Erinvale Country Club and Estate knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly.

This policy describes the types of personal information that we may collect about you, the purpose we may use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy.

As used throughout this policy, the term "Estate", "HOA", "us" or "we" refers to Erinvale Country Club and Estate.

By engaging with us, you are accepting and consenting to the practices described in this privacy policy.

Any personal information provided to or gathered by the HOA is controlled by us.

Our physical, postal telephonic and electronic addresses are as follows:

Physical

Erinvale HOA Office
Erinvale Avenue
Erinvale Estate
Lourensford Road
Somerset West
7130

Postal

Unit 6005
Erinvale Estate
Somerset West
7130

Landlines:

+27 (0)21 847-1563
+27 (0)21 847-1249

Email:

reception@erinvalehoa.co.za
info@erinvalehoa.co.za

Cell Phone Numbers:

Estate Manager: Erna Kemp	082 894-0930
Estate Security & Services Officer: Paul Jacobs	082 324-3008

POPI Officers

Information Officer:	Helen Dooley	info@erinvalehoa.co.za
Deputy Information Officer:	Heather Ferguson	reception@erinvalehoa.co.za

What personal information do we collect? The information we collect from you may come from any forms you may complete or via our website these may include:

- Personal information such as your name, address and contact information;
- ID/passport number; date of birth;
- Preferred communication methods.

Special Personal information: The term "special personal information" in this context refers to information relating to your religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, sexual orientation, or criminal behaviour.

We do not collect special personal information unless it is volunteered by you.

Personal information about children: We do not collect personal information from children (under 18 years of age) without the permission of their parent or guardian.

As a parent or guardian, please ensure that you provide the information on our data base relating to yourself and for your minor children.

In the event of an emergency, it is useful to know whether there are minor children to be taken care of.

Exceptions: We do not collect personal information in the course of daily interaction between yourself and our office.

Contacting us via our Website or otherwise: When you use the website (our "Site") or contact us by post, telephone, fax, email, or other electronic communication, we collect, store and use certain personal information that you disclose to us.

This includes details such as your name, address, telephone, fax, email and mobile phone number as well as location data, web logs and other communication data, whether this is required for our own billing purposes or otherwise.

If you contact us, we may keep a record of that correspondence.

It is expressly prohibited for any person, business or entity to gain unauthorized access to any page on our Site or to deliver or attempt to deliver any unauthorized, damaging or malicious code thereto.

Surveys: We may ask you to complete surveys from time to time, although you do not have to respond to them.

What do we do with personal information collected from you? We use personal information to provide the services you expect from the Erinvale HOA to collect and process payments and maintain accounts and records, to prevent crime and aid in the prosecution of offenders, and to administer and maintain HOA records including visitor and contractors who may work for you from time to time. In addition, we use this information to prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf.

The HOA retains the copyright in databases of personal information of our members and website users.

We also use your details to send you newsletters and to communicate important information via email, electronic messaging services, telephone or post.

Other than as set out in this privacy policy we will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law.

What about Cookies? Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognize your browser and to automatically collect information from your computer such as your IP address and other details about your computer which are automatically collected by our web server, operating system and browser type, for system administration and to report aggregate information to us. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

The "Help" menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether.

Additionally, you can disable or delete similar data used by browser add-ons, such as flash cookies, by changing the add-on's settings or visiting the website of its manufacturer. However, because cookies allow you to take advantage of some of the HOA's website's essential features, we recommend that you leave them turned on. If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.

Does the HOA share the information it receives? Information about our members is an important part of running an efficient office. The HOA shares customer information only as described below:

- **Third Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples include Database administrators and IT specialists. Third party service providers have access to personal information needed to perform their functions but may not use it for other purposes. They are also required to provide their own POPI credentials and to sign non-disclosure agreements with the HOA. Further, they must process the personal information in accordance with this privacy

policy and as permitted by South African data protection legislation.

- Protection of the HOA and others: We release account and other personal information when we believe that such a release is appropriate to comply with the law; enforce or apply our agreements; or protect the rights, property or safety of the HOA, our users or others. With your consent, other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share the information.

How secure is information about me? We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you. We may also when requested to provide information ask that a non-disclosure agreement is signed to protect the personal information you may be exposed to.

Website users where necessary, and whether applicable now or in the future undertake not to use any username or passwords relating to any other person.

Cross-territory transfer of information: We may need to transfer your personal information to another country for processing or storage. 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.

Storage of data: We retain your personal data only for the period necessary for the purposes set out in this Policy or in accordance with the provisions of any applicable legislation.

What choices do I have? You have the right to request a copy of the personal information we hold about you or to object to the processing of personal information held about you.

To do this, contact us at the numbers/addresses listed earlier and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

You have the right to ask us to update, correct or delete your personal information. You may do this by contacting us at the numbers/addresses provided earlier. 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 keep your personal information accurate. Please update your information by using the HOME Access System, contacting us at the numbers/addresses provided earlier whenever your details change. POPIA requires that all your personal information and related details, as supplied are complete, accurate and up to date. It will be your responsibility to advise the Erinvale HOA using the details provided above of any changes to your personal information as and when these occur.

Please note that we may amend this Policy from time to time.

If you have any concern about privacy at the HOA, please e-mail us a thorough description and we will try to resolve the issue for you. Our privacy policy and our website terms and conditions may change from time to time depending on legislation.

We may e-mail periodic reminders of our notices and conditions.

Unless stated otherwise, our current privacy policy applies to all information that we have about you. However, we stand behind the promise we make and will never materially change our policies and practices to make them less protective of member information collected in the past without the consent of affected members.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Information Officer at the details provided above.

End of Policy Document