



Mooikloof Owners' Association NPC
30 Flaming Rock Crescent, Mooikloof
PO Box 92035
Mooikloof
0059
Reg. No: 1996/015680/08

MOOIKLOOF OWNERS' ASSOCIATION NPC PRIVACY NOTICE

1 WHO IS THE MOOIKLOOF OWNERS' ASSOCIATION NPC

- 1.1 If you are reading this you already know who we are, but allow us to introduce ourselves properly: we are the Mooikloof Owners' Association NPC ("The MOA" or "The Company") and we are a non-profit company incorporated to manage the affairs and owners' communal interests of our members.
- 1.2 In this notice, "you" means, you as an individual (including members, residents, visitors, children, employees and contractors as the case may be) with whom we are dealing or, in the case of a legal entity, that legal entity, including its representatives whose personal information we may need to collect and process for any of the purposes described below.
- 1.3 With that said, the MOA places tremendous importance on the privacy of everyone and we acknowledge the need and importance of ensuring the protection of your personal information and that your personal information is handled with a reasonable standard of care. We are both a Responsible Party and a Process Operator in terms of the Protection of Personal Information Act, 4 of 2013 (POPIA) with respect to your personal information.
- 1.4 When you engage with the MOA, whether it be physically with our employees, or to gain access to the Estate, or via any digital, electronic interface such as the MOA's Website or Member Portal, you may need to provide us with the following personal information:

Your name
Your vehicle registration number
Your driver's license
Your address
Your phone number
Your ID Number
Your employers name and contact details

2 WHAT DOES THE MOA DO WITH YOUR PERSONAL INFORMATION?

- 2.1 The MOA only use the personal information you provide us with for purposes which are connected to serving the communal interests of our members. Some of these interests include:
- 2.1.1 Securing the Estate, our members, residents, children and employees of our members of residents
 - 2.1.2 Ensuring that members pay their levies and do so timeously.
 - 2.1.3 Managing and maintaining our facilities and managing access to them.
 - 2.1.4 Sharing information with service providers and suppliers.
 - 2.1.5 Protecting the legitimate interests of our members, residents, visitors and contractors.
 - 2.1.6 Protecting our legitimate interests as an MOA and Responsible Parties.
 - 2.1.7 Enforcing our Estate Rules and monitoring compliance with them by members, residents, visitors and contractors.
- 2.2 The MOA uses service providers for various purposes in order to maintain and improve the experience of living on and visiting our unique and beautiful Estate. Some of these purposes include:
- 2.2.1 Security services to the Estate and to regulate access to the Estate.
 - 2.2.2 To store your personal information.
 - 2.2.3 To provide IT and network infrastructure.
 - 2.2.4 Providing telecommunications and internet services to the Estate.
 - 2.2.5 Legal services assisting the Estate.
- 2.3 For the MOA to maintain the high standards you have come to appreciate, we are required to share your personal information with some of our suppliers and service providers. We use service providers and suppliers who we have agreements with and they have agreed to keep your personal information secure and confidential, and to only use it for purposes which we have agreed to. Some of the few of the key service providers are:
- 2.3.1 **Access Control Service Provider**
They manage the Customer Management System (CMS) that includes the database where all the personal information is stored of all owners, residents and tenants, and the Visitor Management System (VMS) for the MOA.

2.3.2 Security Service Provider

They provide all the security services of the Estate and regulate ingress and egress of the Estate.

2.4 These aren't all our service providers and suppliers, and if you want to find out more, we will be happy to share these details with you. We will also provide you with links to their individual privacy notices and policy documents.

3 WHAT ARE YOUR RIGHTS?

3.1 It is important that you know what your rights are and we want to make this clear to you also. Although we take steps to safeguard your personal information, process it lawfully and only share it with suppliers and service providers we trust, you have the following rights:

- 3.1.1 You can ask us at anytime what personal information of yours we hold – we don't have any hidden agenda here!
- 3.1.2 You can ask us what personal information of yours was shared with our suppliers or any third party for that matter – we will happily tell you!
- 3.1.3 You can ask us to update your personal information or even delete any information which is no longer accurate – we want to make sure your information is accurate and complete, but we need your help!
- 3.1.4 You can object to our processing of your personal information – we don't want to process your information if you don't want us to, but just bear in mind it may influence our ability to fulfil our obligations towards you and our members!
- 3.1.5 You are more than welcome to lodge a complaint with the Information Regulator if you feel that we are not complying with POPIA – please do try and speak to us first, but this is a remedy available to you and we want you to know about it!

4 THE CONTACT DETAILS OF THE INFORMATION REGULATOR ARE

The Information Regulator (South Africa)
JD House 27 Stiemens Street Braamfontein Johannesburg, 2001
PO Box 31533
Braamfontein
Johannesburg
2107
E-mail: infoereg@justice.gov.za

4.1 With that said, we have (and continue to) implement reasonable security measures and protocols to protect the personal information we hold. These measures are to protect any personal information we hold from being disclosed without authorisation, from loss, damage, destruction or unauthorised access. As you will appreciate nothing is 100% secure in this day and age and therefore, we ask that if you suspect that either you, or we, have had an information security breach, please notify us immediately so



that we can take action. You can do so by contacting our Information Officer whose information is set out below.

5 IF YOU NEED TO SPEAK WITH OUR INFORMATION OFFICER

5.1 Our Information Officer appointment has been postponed until such time it is necessary.