



**PROTECTION OF PERSONAL INFORMATION
POLICY**

of

CORMALLEN HILL NON-PROFIT COMPANY
(Registration number 2004/029087/08)
being a non-profit company with members
("Company")

4.



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DOCUMENT HISTORY

	Prepared by	Reviewed by	Approved by
Name	R Smith	MPW Fourie	J Wessels on behalf of the board
Designation	Legal adviser	Director	Chairperson
Date	01/03/2024	13/05/2024	01/08/2024
Signature			

VERSION CONTROL

Version	Date	Reason for change
1.0		New policy

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1. DEFINITIONS

1.1. In these represents the following words shall, unless the context otherwise requires, have the meanings hereinafter assigned to them:

1.1.1. "**Annexure**" means the documents attached to this Policy and referred to as such in this Policy;

1.1.2. "**Beneficial Interest Holder**" means a person having a right or entitlement as described in section 1 of the Companies Act;

1.1.3. "**Beneficial Ownership Holder**" means an individual who, directly or indirectly, ultimately owns or exercises effective control of a company or trust as further described in section 1 of the Companies Act or section 1 of the Trust Property Control Act;

1.1.4. "**CCMA**" means the Commission for Conciliation, Mediation and Arbitration;

1.1.5. "**CIPC**" means the Companies and Intellectual Property Commission;

1.1.6. "**Companies Act**" means the Companies Act (No. 71 of 2008);

1.1.7. "**Company**" means Cormallen Hill Non-profit Company (registration number 2004/029087/08), a non-profit company having Members, duly registered and incorporated in accordance with the Companies Act;

1.1.8. "**Constitution**" means the Constitution of the Republic of South Africa (No. 108 of 1996);

1.1.9. "**Contribution**" means contributions payable by Members to the Company, and include levies, special levies, interest, cost recoveries, statutory charges and/or penalties;

1.1.10. "**Data Subject**" in accordance with the definition contained in section 1 (Definitions) of the POPIA, means any person to whom Personal Information relates, and which is obtained by the Responsible Party;


1.1.11. "**Day**" means any calendar day;

1.1.12. "**Estate**" means the Cormallen Hill Residential Estate, a residential estate situated in the township known as Bronberg extension 6, Registration Division J.R. Province of Gauteng;

1.1.13. "**Form**" means the documents attached to this Policy and referred to as such in this Policy;


1.1.14. "**Information Officer**" means the information officer and, where applicable, its deputy information officer appointed by ordinary resolution of the Company and in terms of the POPIA;

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- 1.1.15. **“Information Regulator”** means the Information Regulator established in terms of section 39 of POPIA;
- 1.1.16. **“Member”** means a person who holds membership and specified rights in respect of the Company in the Estate;
- 1.1.17. **“Operator”** means a person as defined in section 1 (Definitions) of POPIA and as contemplated in section 20 (Information processed by operator or person acting under authority) of POPIA, which operator receives, processes and stores Personal Information from the Responsible Party and/or the Data Subject, in the execution of their duties under their respective agreements with the Responsible Party;
- 1.1.18. **“PAIA”** means the Promotion of Access to Information Act (No. 2 of 2000) and/or the PAIA Regulations;
- 1.1.19. **“PAIA Manual”** means the Promotion of Access to Information manual of the Company [COR-POL-001-001];
- 1.1.20. **“PAIA Regulations”** means the regulations made under section 92 (Regulations) of PAIA;
- 1.1.21. **“Personal Information”** has the meaning ascribed thereto in section 1 (Definitions) of POPIA;
- 1.1.22. **“Policy”** means this document, prepared in accordance with POPIA, and includes the Annexures and Forms thereto;
- 1.1.23. **“POPIA”** means the Protection of Personal Information Act (No. 4 of 2013) and/or the POPIA Regulations;
- 1.1.24. **“POPIA Regulations”** means the regulations made under section 112(2) (Regulations) of POPIA;
- 1.1.25. **“Regulatory Document”** means the Memorandum of Incorporation, as defined in section 1 (Definitions) of the Companies Act, the rules and regulations (including the architectural design guidelines) of the Company, which pertains to Residents, Service Providers and Visitors of, in or to the Estate;
- 1.1.26. **“Resident”** means any person living in the Estate, including Members, Tenants and the personnel of the Company, Members and/or Tenants;
- 1.1.27. **“Responsible Party”** in accordance with the definition contained in section 1 (Definitions) of POPIA, means a person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information, being the Company;
- 1.1.28. **“SAPS”** means the South African Police Service;




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- 1.1.29. “**SARS**” means the South African Revenue Service;
- 1.1.30. “**Service Provider**” includes generally contractors, suppliers and/or the providers of services to the Company and/or Residents that requires access to the Estate, including their personnel;
- 1.1.31. “**South Africa**” means the Republic of South Africa;
- 1.1.32. “**Tenant**” means a person that occupies property, through the leasing of property in the Estate from a Member (i.e. landlord);
- 1.1.33. “**Trust Property Control Act**” means the Trust Property Control Act (No. 57 of 1988);
- 1.1.34. “**Unique Identifier**” as contemplated in section 1 (Definitions) of POPIA means, any identifier that is assigned to a Data Subject and is used by the Responsible Party for purposes of its operations and that uniquely identifies that Data Subject in relation to the Responsible Party; and
- 1.1.35. “**Visitor**” means any person, other than Residents and/or Service Providers; which is granted access to the Estate by Residents.

2. INTERPRETATION


- 2.1. In this Policy, unless the contrary intention clearly appears:
- 2.1.1. Paragraph headings are for the purpose of convenience and reference only and must not be used in the interpretation of, nor to modify or to amplify the terms and conditions of this Policy, nor any paragraph thereof.
- 2.1.2. Unless the context indicates a contrary intention, an expression which denotes:
- 2.1.2.1. any gender includes the others;
- 2.1.2.2. a natural person includes a created entity and *vice versa*; and
- 2.1.2.3. the singular includes the plural and *vice versa*.
- 2.1.3. Any reference to a statutory enactment is to that enactment and as amended or re-enacted or substituted from time to time thereafter and includes all and any statutes, ordinances, regulations and bylaws promulgated in terms thereof from time to time.
- 2.1.4. A reference to any agreement, document and/or record (including to this Policy) includes a reference to such agreement, document and/or record as amended from time to time.
- 2.1.5. If a provision in a definition is a substantive provision conferring rights or imposing obligations on a person, notwithstanding that it is only in the definition paragraph (paragraph 1), effect must be given to it as if it was a substantive provision in the body of this Policy.

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- 2.1.6. When a particular time period is expressed in Days, such time period will be reckoned by:
- 2.1.6.1. excluding the first Day; and
- 2.1.6.2. including the last Day.
- 2.1.7. Where figures are referred to in numerals and in words, if there is a conflict between the two, the words will prevail.
- 2.1.8. Capitalised terms used in this Policy shall have the meanings ascribed thereto in paragraph 1 of this Policy or in a particular paragraph in this Policy, to which paragraph 2.1.9 of this Policy shall apply. Capitalised terms, which are not so defined will have the meanings ascribed thereto in section 1 (Definitions) of PAIA, section 1 (Definitions) of POPIA, and/or section 1 of the Companies Act (Definitions) as the context requires.
- 2.1.9. Where any term is defined within the context of any paragraph of this Policy, the term so defined unless it is clear from the paragraph in question that the term defined has limited application to the relevant paragraph, will bear the meaning ascribed to it for all purposes in terms of this Policy, notwithstanding that such term has not been defined in paragraph 1 of this Policy.
- 2.1.10. Any expression defined in paragraph 1 of this Policy will, if used in any Annexure or Form, bear the same meaning ascribed thereto in paragraph 1, unless the context otherwise requires or the relevant Annexure or Form contains its own definition of the relevant expression.
- 2.1.11. Whenever the word “**include**” or “**including**” is used followed by examples, such examples will be interpreted to be illustrative only and must not be construed or interpreted so as to limit the general wording preceding it.
- 2.1.12. The words “**shall**”, “**will**” and “**must**” used in the context of any obligation or restriction imposed on a person have the same meaning.
- 2.1.13. A reference to “**law**” means any law of general application in South Africa and includes the common law and any statute, constitution, decree, treaty, regulation, directive, ordinance, bylaw, order, or any other enactment of legislative measure of government (including local government) statutory or regulatory body that has force of law.
- 2.1.14. The word “**writing**” means legible writing in English and includes printing, typewriting, lithography, or any other mechanical process, as well as electronic communication.
- 2.1.15. The word “**notice**” means a notice in writing, and “**notify**” means to give notice in writing.



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3. BACKGROUND TO THIS POLICY

- 3.1. The Constitution provides, at section 14 (Privacy) that everyone has the right to privacy.
- 3.2. To give effect to the provisions of the Constitution, PAIA and POPIA were enacted to ensure the integrity and privacy of a Data Subjects' Personal Information.

4. PURPOSE OF THIS POLICY

- 4.1. In the execution of its objects and for purposes of its operations, the Company gathers and processes the Personal Information of Data Subjects, including for statistical purposes, from a variety of sources.
- 4.2. The purpose of this Policy is to address the manner in which the Company and/or its Operators gathers, processes and stores the Personal Information of Data Subjects, and the purpose for which such Personal Information is gathered, processed and stored.

5. SCOPE OF THIS POLICY

- 5.1. Personal Information is gathered and processed by the Company and/or its Operators, on the following Data Subjects:
 - 5.1.1. Members;
 - 5.1.2. Tenants;
 - 5.1.3. Service Providers; and
 - 5.1.4. Visitors.
- 5.2. This Policy sets out the:
 - 5.2.1. type of Personal Information gathered, how same is processed, stored and destroyed;
 - 5.2.2. procedure for requesting access to Personal Information by a Data Subject;
 - 5.2.3. grounds for the refusal of dissemination of Personal Information requested;
 - 5.2.4. procedure to object to the processing of Personal Information; and
 - 5.2.5. procedure for the correction or deletion of Personal Information, or to destroy or delete a record of Personal Information.



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6. REFERENCES USED

- 6.1. Draft Code of Conduct: The Residential Communities Council (25 August 2023).
- 6.2. Constitution.
- 6.3. PAIA.
- 6.4. POPIA.

7. OPERATORS OF THE COMPANY

- 7.1. The Company makes use of third party Operators in the execution of its objects and for purposes of its operations.
- 7.2. Operators used by the Company are:
 - 7.2.1. Amax Proprietary Limited, a private company duly incorporated in terms of the Companies Act, with registration number 2005/033692/07.
 - 7.2.2. Brinant Group Proprietary Limited, a private company duly incorporated in terms of the Companies Act, with registration number 2008/015777/07.
 - 7.2.3. Global Waste Group Proprietary Limited, a private company duly incorporated in terms of the Companies Act, with registration number 2009/023019/07.
 - 7.2.4. Impact Holdings Proprietary Limited trading as Impact Metering Services, a private company duly incorporated in terms of the Companies Act, with registration number 2002/023813/07.
 - 7.2.5. The person appointed by the Company as Estate Manager from time to time, in terms of the Estate Management Services Agreement and rendering the Estate Management Services to the Company.
 - 7.2.6. The person appointed by the Company as Accountant from time to time, in terms of the Accounting Services Agreement and rendering the Accounting Services to the Company.
- 7.3. In terms of section 20 of POPIA, an Operator must, unless it is required by law or in the course of the performance of their duties:
 - 7.3.1. process information only with the knowledge or authorisation of the Company;
 - 7.3.2. treat Personal Information as confidential; and
 - 7.3.3. not disclose Personal Information.



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8. INFORMATION OBTAINED BY THE COMPANY

- 8.1. Information can be accessed in terms of the Company's Promotion of Access to Information Manual [COR-POL-001].
- 8.2. The information in paragraph 8.3 to paragraph 8.8 of this Policy can or will be disseminated to the following, who assists the Company in the fulfilment of its objects and operations:
- 8.2.1. The attorneys, accountants and auditors;
 - 8.2.2. Service Providers and their personnel;
 - 8.2.3. in an emergency;
 - 8.2.4. SAPS or other relevant authorities; and
 - 8.2.5. required in terms of any law.

Member information

- 8.3. Upon taking transfer and registration of property in the Estate, the purchasing party becomes a signatory to the Memorandum of Incorporation of the Company. When the purchasing party becomes the registered owner of the property in the Estate, the purchasing party becomes a Member of the Company and is then bound by the Regulatory Documents.
- 8.4. The Company gathers information in respect of the Member, Beneficial Interest Holder and/or Beneficial Ownership Holder prior to, and after the transfer and registration of property in the Estate as described in **Annexure A** to this Policy, which information is processed and stored as described therein.

Resident information

- 8.5. The Company gathers information in respect of Residents as described in **Annexure B** to this Policy, which information is processed as described therein.

Service Provider information

- 8.6. The Company gathers information in respect of Service Providers as described in **Annexure C** to this Policy, which information is processed and stored as described therein.


Visitor information

- 8.7. The Company gathers information in respect of Visitors as described in **Annexure D** to this Policy, which information is processed and stored as described therein.

Other records

- 8.8. The Company further gathers, compiles, and holds documentation relating to its objects and operations, which documentation could contain information regarding Members, Residents, Service Providers and/or Visitors. This information is gathered before, after or at each event, which generates a record thereof.



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8.9. The information is, at time of first publication of this Policy, held by the Company, Board of Directors of the Company and/or the Operators mentioned in paragraph 7.2.1 to 7.2.6 of this Policy, in electronic form on a personal computer or mobile device, which computer or mobile device has reasonable password protection and an anti-virus program to prevent unauthorised access and/or in a manual system, which Filing System is located in an area with reasonably restricted access.

8.10. Information is further gathered electronically by security equipment of the Company or manually by hand and is stored by the Operators mentioned in paragraph 7.2.1 and paragraph 7.2.2 of this Policy. It is advised that the host computer has adequate firewall, password protection and an anti-virus program that can reasonably be expected to prevent unauthorised access, and in the case of a manual system, which Filing System is located in an area with reasonably restricted access.

8.11. The other records are generally retained as follows:


Record	Subject of record	Retention of record
Corporate		
	1. Company documents issued by CIPC	Indefinite
	2. Rules and regulations	Indefinite
	3. Architectural design guidelines	Indefinite
	4. General Meeting Minutes	Indefinite
	5. General Meeting notices and supporting information	7 years
	6. Member resolutions	Indefinite
	7. Company combined register	Indefinite
	8. Company register of registered address	Indefinite
	9. Newsletters and general communication	6 years
	10. Member register	Indefinite
	11. Beneficial ownership register	Indefinite
	12. Beneficial interest register	Indefinite
	13. Director register	Indefinite
	14. Appointment register	Indefinite
Financial		
	1. Audited financial statements	7 years
	2. Annual budget	7 years
	3. Operational performance against budget	7 years
	4. Maintenance reserve assessment	7 years
	5. Company insurance policy(ies)	7 years
	6. Company detailed accounting records, including bank statements, creditor' and debtor' statements	7 years
	7. SARS returns and assessments	5 years
	8. Staff remuneration	7 years
	9. Service Provider consideration	7 years

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Record	Subject of record	Retention of record
Residents		
	1. Member levy account details or balances	7 years
	2. Litigation between the Company and Residents (incl. debt collection)	7 years
	3. Property sales, clearance information and transfer documents	7 years
	4. Utility information	3 years
	5. Applications to operate a business from a dwelling	3 years from cessation to be a Resident
	6. Building plans	Indefinite
	7. Occupation or other certificates	Indefinite
Personnel and human resources		
	1. Personal Information or contact details	5 years
	2. Appraisal records	5 years
	3. CCMA cases or other litigation	5 years
	4. Director Personal Information or contact details	Indefinite
	5. Disciplinary records	Indefinite
	6. Employment contracts and addenda	5 years
	7. Employment records	5 years
	8. Interview and appointment records	5 years
	9. Leave records	5 years
	10. Personal details and files	5 years
	11. Protective clothing records	5 years
	12. Training records	5 years
	13. Workmens' compensation records	5 years
Security		
	Operating manuals and procedures	Indefinite
	PSIRA information	7 years
Management		
	Director Meeting Minutes	7 years
	Director resolutions	7 years
	Health and safety records	3 years
	Litigation between the Company, Third Parties and/or Residents	7 years
	Maintenance register or records	7 years
	Committee Minutes	7 years
	Committee resolutions	7 years
	Committee members contact details	7 years
	Correspondence with auditors, attorneys and/or financial institutions	Of a general nature 1 year, else 7 years
	Correspondence with debtors, creditors and/or employees	Of a general nature 1 year, else 7 years

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Record	Subject of record	Retention of record
	Correspondence with Residents, not of a general nature	Pertaining to property in the Estate (e.g. architectural design guidelines, building plans and/or occupation or other certificates) indefinitely, else 7 years
	Correspondence with Service Providers	Of a general nature 1 year, else 7 years
	Agreements with Service Providers or other transactional arrangements	7 years
	Staff Meeting Minutes	5 years
	Utility information	3 years

The periods indicated in the table above, are from the date that the information cease to be used by the Company, from the date of the document, and/or the end of the financial year of the Company (as applicable).

9. INFORMATION NOT IN THE CONTROL OF THE COMPANY

9.1. Information regarding Residents, Service Providers or Visitors could be obtained from other Residents, Service Providers or Visitors regarding the infringement of Regulatory Documents and/or nuisance caused. In obtaining, distribution and retention of that information by those Residents, Service Providers or Visitors, are not within the control of the Company and does not fall within the ambit of this Policy and/or POPIA.

10. INFORMATION OFFICER(S)

10.1. The following person(s) are the Information Officer and deputy information officer which registration will be effected at the offices of the Information Regulator and which appointment is made in compliance with section 56(1)(a) of POPIA:

Name of the Private Body:	Cormallen Hill NPC Reg No: 2004/029087/08
Information Officer:	The Chairperson of the Board of Directors c/o Ms. Lenell Lee
Deputy Information Officer:	The Company Secretary c/o Ms. Marinda Wessels
Email address:	cormallenhill@gmail.com
Postal address:	-

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Physical address:	369 Cormallen Hill
	Achilles Road
	Bronberg
	0081
Telephone number:	+27 76 455 1968
Fax number:	-
Website:	www.cormallenhill.co.za

10.2. The Company may, at any time, amend and/or appoint such further information officers either on an *ad hoc* or permanent basis by ordinary resolution of the Board of Directors of the Company;


11. DUTIES OF THE INFORMATION OFFICER

11.1. The Information Officer and the deputy(ies) have the following duties in terms of POPIA and PAIA, to:

- 11.1.1. ensure compliance by the Company with POPIA and/or PAIA;
- 11.1.2. attend to requests for records or Access to Records made to the Company in terms of POPIA and/or PAIA;
- 11.1.3. liaise and be the first point of contact between the Company and the Information Regulator and to inform the Information Regulator of any breaches;
- 11.1.4. develop further internal policy and to evaluate other policies for compliance with POPIA and/or PAIA;
- 11.1.5. further develop and refine the PAIA Manual to ensure compliance with PAIA;
- 11.1.6. routinely, conduct an evaluation of the efficiency and credibility of the processes whereby information is gathered, processed and stored;
- 11.1.7. provide advice to the Board of Directors of the Company regarding developments that concern Personal Information and to, particularly, review any agreements with Operators to ensure that information shared is likewise protected;
- 11.1.8. ensure the integrity as to the manner in which data is stored and that same is destroyed and/or de-identified at the appropriate time; and
- 11.1.9. assess, review and consider the provisions of this Policy against agreements entered into between the Company and Operators.

11.2. The Information Officer and the deputy(ies) must ensure that information regarding the Company is readily accessible from the Company's website and/or upon request in terms of the PAIA Manual.



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12. INFORMATION REGULATOR

12.1. Any queries where a Data Subject believes that the Company has not adequately dealt with their request, or to lodge a complaint should be directed to:

Name of institution:	The Information Regulator (South Africa)
Email address:	inforreg@justice.gov.za
Postal address:	PO Box 31533
	Braamfontein
	2017
Physical address:	JD House
	27 Stiemens Street
	Braamfontein
	2001
Website:	www.justice.gov.za

13. RESPONSIBILITY OF THE DATA SUBJECT

13.1. The Data Subject is obligated to keep their Personal Information updated with the Company.

13.2. Information will be processed and applied for the purposes that the information was obtained in the first instance, the use and purpose of the information gathered from the Data Subject will be informed of prior to or on the collection of the information and may relate to, without being exhaustive, the following:

- 13.2.1. the execution of the Company's objects and for purposes of its operations;
- 13.2.2. legal proceedings;
- 13.2.3. access control to the Estate through biometric and other technological entry;
- 13.2.4. to verify the Data Subject's (or vehicle's) identity and that of any related persons residing in the Estate; and
- 13.2.5. required in terms of law.

14. CONSENT


14.1. The Company will process information only under circumstances where consent is given or implied.

14.2. Consent is implied, for situations where the information is used for:

- 14.2.1. purposes of the Company complying with law;
- 14.2.2. where the Data Subject is a direct or indirect party to an agreement.

14.3. Circumstances where information is processed without consent, includes:



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- 14.3.1. when consent is unobtainable or unreasonably withheld;
- 14.3.2. where necessity or emergency requires that the information be shared;
- or
- 14.3.3. where it would not be reasonable for the Company to first seek consent.

14.4. Express consent is required for the sharing of sensitive Personal Information, relating to:

- 14.4.1. religious observance;
- 14.4.2. racial, ethnic and sexual preference;
- 14.4.3. political opinions or observance;
- 14.4.4. the Data Subject's physical and/or mental health; or
- 14.4.5. criminal records and/or allegations of such conduct.


14.5. Any requests for information, from a person other than the Data Subject themselves, shall require specific consent from the Data Subject in the manner prescribed by PAIA and/or the PAIA Manual.

15. STORAGE, INTEGRITY AND DISPOSAL OF INFORMATION

15.1. The personnel of the Company, Operators as mentioned in paragraph 7.2 of this Policy, the Board of Directors of the Company, and any other person that comes into contact with information regarding a Data Subject, must at all times ensure that the information is not shared, other than as provided for in this Policy and further that any breaches be immediately reported to the Information Officer.

15.2. The Information Officer will ensure that:

- 15.2.1. information is kept on a computer, mobile device, network server or similar device that is protected by way of a password and that such password or access is only furnished to persons that have to work with the information in the fulfilment of their duties;
- 15.2.2. the computer or device is kept in a room that is capable of being secured and not accessible to the general public or a server to which this is also applicable;
- 15.2.3. information that travels by way of a peripheral device should at all times be password protected with regards to the access thereof and, if possible, utilise some manner of encryption;
- 15.2.4. any peripheral devices or hardcopy documents that contain information but that are no longer in use must be destroyed by way of recycling or other final destructive method and/or by the de-identification of such information;
- 15.2.5. ensure that the visibility of screens or other monitors are not visible to the general public or persons not entitled to process the information; and

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15.2.6. the Company further develops this Policy by assessing the type of information that is to be kept, for what period and to, routinely, attend to the destruction and/or the de-identification of such information upon the lapse of such period.

15.3. The Company gathers camera footage, which camera's captured motion information, which is stored on a server and which server should be secured in the manner provided for above.

15.4. The information and/or footage obtained through cameras are kept for a period of 30 (thirty) Days whereafter it is automatically destroyed, unless in the case of an infringement or incident, where information could be retained for a longer period.

15.5. The Company operates a website and other mobile device applications, however no input information is taken from the website. The website and/or other mobile applications are merely a way of distributing information regarding the objects and/or operations of the Company.

15.6. Persons on mobile device applications of the Company, for the purposes mentioned in paragraph 15.5 of this Policy, are not allowed to use Personal Information contained on these mobile device applications.

16. REQUESTING ACCESS TO PERSONAL INFORMATION

16.1. A Data Subject, in terms of section 23 of POPIA (Access to personal information) has the right to request from the Company:

16.1.1. free of charge, whether the Company holds Personal Information about the Data Subject;

16.1.2. for a record or description of the Personal Information about the Data Subject held by the Company; and

16.1.3. information about the identity of all third parties, or categories thereof that had access to the Personal Information of the Data Subject.

16.2. A request for access to Personal Information by a Data Subject should be made in terms of the Company's PAIA Manual.


17. REFUSAL TO THE PROCESSING OF PERSONAL INFORMATION

17.1. A Member purchasing property in the Estate, accepts and/or consents to the gathering and processing of their Personal Information.

17.2. A Resident, Service Provider and/or Visitor requesting access to the Estate, accepts and/or consents to the processing of their Personal Information.

17.3. Any person refusing to accept and/or to provide consent in terms of paragraph 17.1 and/or paragraph 17.2 of this Policy will not be allowed access to the Estate.



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18. OBJECTING TO THE PROCESSING OF PERSONAL INFORMATION

18.1. A Data Subject may object to the processing of Personal Information on reasonable grounds relating to their particular situation, unless legislation provides for such processing.

18.2. The Data Subject must, to object to their Personal Information being processed, fill out the prescribed form which is attached to this Policy and marked as “Form A : Objection to the processing of personal information”.

18.3. The Company may request for the Data Subject to provide proof of identification before attending to the request.

19. REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION

19.1. A Data Subject may, in terms of section 24 (Correction of personal information) of POPIA, request the Company to:

19.1.1. correct or delete Personal Information in its possession or under its control that is inaccurate, irrelevant, excessive, out-of-date, incomplete, misleading or obtained unlawfully; or

19.1.2. to destroy or delete a record of Personal Information of the Data Subject that the Company is no longer authorised to retain in terms of section 14 of POPIA (Retention and restriction of records).

19.2. The Data Subject must, for a request to correct or delete Personal Information or to destroy or delete a record of Personal Information, fill out the prescribed form which is attached to this Policy and marked as “Form B : Request for the correction or deletion of personal information or the destruction or deletion of a record of personal information”.

19.3. The Company may request for the Data Subject to provide proof of identification before attending to the request.

20. REFUSAL TO AND REMEDIES ON REFUSAL TO ACCESS PERSONAL INFORMATION

20.1. The procedure and remedies available to a Data Subject where a request for access to Personal Information is refused by the Company, are contained in the Company’s PAIA Manual.


21. GOVERNING LAW

21.1. This Policy shall be governed and construed according to the laws of South Africa.

22. ASSOCIATED DOCUMENTS


22.1. The Promotion of Access to Information Manual of the Company [COR-POL-001].



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23. MAINTENANCE OF THIS POLICY


- 23.1. This Policy would be reviewed from time to time and/or at times as the need therefore is deemed necessary and appropriate because of changes in legislation or changes to information maintained by the Company.
- 23.2. Any changes to this Policy require the approval of the Board of Directors of the Company.
- 23.3. The Information Officer is responsible to initiate a process to amend this Policy.
- 23.4. Any deviation from this Policy and/or POPIA requires the reason to the deviation to be documented in writing and be approved by the Board of Directors of the Company.

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ANNEXURE A: INFORMATION OBTAINED BY THE COMPANY IN RESPECT OF MEMBERS


Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
1. to maintain a record of Members (i.e. Members Register, Beneficial Interest Holder and Beneficial Ownership Holder); 2. for communication with and notices to Members (e.g. General Meetings); 3. for billing Members with their Contributions; 4. required by law.	<u>In respect of Members, Beneficial Interest Holder and/or Beneficial Ownership Holder:</u> 1. property description in the Estate; 2. membership commencement date; 3. membership cessation date; 4. full names, surname and/or registered name; 5. identity, passport and/or registration number; 6. in the case of passport in item 5: (i) country of issue, (ii) date of birth, and (iii) country of birth; 7. personal contact details such as telephone numbers, email addresses and residential, business	1. from the Member by electronic communication and/or forms to be completed; 2. from the conveyancing attorneys attending to the transfer and registration of the property in the Estate; and 3. routinely, by electronic communication or forms to be completed.	The information is, at time of first publication of this Policy, held by the Company, Board of Directors of the Company, and/or the Operators mentioned in paragraph 7.2.5 and/or paragraph 7.2.6 of this Policy, in electronic form on a personal computer or mobile device, which computer or mobile device has reasonable password protection and an anti-virus program to prevent unauthorised access and/or in a manual system, which Filing System is located in an area with reasonably restricted access.	The information in Column B is stored as follows: <u>Item 1 to 11:</u> Indefinitely

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Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
	and/or postal address; 8. marital status; 9. restrictions on transfer of property. <u>In respect of Beneficial Interest Holder:</u> 10. extent of beneficial interest. <u>In respect of Beneficial Ownership Holder:</u> 11. scope of participation in and extent of ownership or control.			

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ANNEXURE B: INFORMATION OBTAINED BY THE COMPANY IN RESPECT OF RESIDENTS


Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
1. execution of the Company's objects and for purposes of its operations; 2. have a record of all Residents to ascertain a point of contact in the event of an emergency; 3. communication with and notices to Residents including in respect of the Regulatory Documents.	1. property description in the Estate; 2. title, gender, full names, surname, and/or registered name; 3. identity, passport and/or registration number; 4. copies of identity, passport, driver's license, workers permit, lease agreement and/or registration documents; 5. personal contact details such as telephone numbers, email addresses and residential, business and/or postal address; 6. date access granted to Resident;	1. from the Resident by electronic communication and/or forms to be completed; 2. from Resident in respect of Biometrics for purposes of granting access to the Estate; 3. routinely by electronic communication or forms to be completed.	The information is, at time of first publication of this Policy, held by the Company, Board of Directors of the Company and/or the Operators mentioned in paragraph 7.2.1, paragraph 7.2.5 and/or paragraph 7.2.6 of this Policy in electronic form on a personal computer or mobile device, which computer or mobile device has reasonable password protection and an anti-virus program to prevent unauthorised access and/or in a manual system, which Filing System is located in an area with reasonably restricted access. Information is further gathered electronically by	The information in Column B is stored as follows: <u>Item 1 to 9:</u> 6 (six) years from when the Resident ceases to be a Resident. <u>Item 10:</u> 30 (thirty) Days. Footage of security or emergency events is extracted into separate storage and retained until the investigation or legal proceedings has been completed.

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Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
	7. date access ceased for Resident; 8. Biometrics; 9. vehicle identification; 10. other information recorded by camera footage.		security equipment of the Company or manually by hand, and is stored electronically by the Operators mentioned in paragraph 7.2.1 and paragraph 7.2.2 of this Policy. It is advised that the host computer has the adequate firewall, password protection and an anti-virus program that can reasonably be expected to prevent unauthorised access, and in the case of a manual system, which Filing System is located in an area with reasonably restricted access.	

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ANNEXURE C: INFORMATION OBTAINED BY THE COMPANY IN RESPECT OF SERVICE PROVIDERS


Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
1. execution of the Company's objects and for purposes of its operations; 2. have a record of Service Providers present in the Estate, 3. keep record of persons present in the Estate in the event of a security incident or an event of liability.	1. description of the property associated with the Service Provider; 2. full names and surname and/or registered name; 3. identity, passport and/or registration number; 4. copies of identity, passport, workers permit and/or registration documents; 5. personal contact details such as telephone numbers, email addresses and residential, business and/or postal address; 6. date access granted to Service Provider; 7. date access ceased for Service Provider;	1. from the Resident that is required to notify the Company by electronic communication and/or forms to be completed; 2. from the Service Provider by electronic communication and/or forms to be completed; 3. from the Service Provider in respect of Biometrics for purposes of granting access to the Estate.	The information is, at time of first publication of this Policy, held by the Company, Board of Directors of the Company and/or the Operators mentioned in paragraph 7.2.1, paragraph 7.2.2, paragraph 7.2.5 or paragraph 7.2.6 of this Policy in electronic form on a personal computer or mobile device, which computer or mobile device has reasonable password protection and an anti-virus program to prevent unauthorised access and/or in a manual system, which Filing System is located in an area with reasonably restricted access. Information is further gathered electronically by	The information in Column B is stored as follows: <u>Item 1 to 9:</u> 6 (six) years from when Service Provider ceases to be a Service Provider. It is noted that Residents have access to the system of the Operator mentioned in paragraph 7.2.1 of this Policy to delete records of a Service Provider. <u>Item 10:</u> 30 (thirty) Days. Footage of security or emergency events is extracted into separate storage and retained until the investigation or legal proceedings has been completed.

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Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
	8. Biometrics; 9. vehicle identification; 10. other information recorded by camera footage.		security equipment of the Company or manually by hand, and is stored electronically by the Operators mentioned in paragraph 7.2.1 and paragraph 7.2.2 of this Policy. It is advised that the host computer has the adequate firewall, password protection and an anti-virus program that can be reasonably be expected to prevent unauthorised access, and in the case of a manual system, which Filing System is located in an area with reasonably restricted access.	

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ANNEXURE D: INFORMATION OBTAINED BY THE COMPANY IN RESPECT OF VISITORS

Column A	Column B	Column C	Column D	Column E
Purpose of information gathered	Type of information gathered	Method of gathering information	Storage and protection of information	Retention of information
1. execution of the Company's objects and for purposes of its operations; 2. have a record of Visitors present in the Estate; 3. keep record of persons present in the Estate in the event of a security incident or an event of liability.	1. description of the property associated with the Visitor; 2. full names and surname; 3. identity and/or passport number; 4. copies of identity and/or passport documents; 5. personal contact details such as telephone numbers, email addresses and residential, business and/or postal address; 6. date access granted to Visitor; 7. date access ceased for Visitor; 8. Biometrics; 9. vehicle identification; 10. other information recorded by camera footage.	1. from a Visitor that attend at the entrance gate, is required to submit their Personal Information verbally, present their drivers' license for scanning and capturing of information; 2. to subject their vehicle license card and registration number for scanning and capturing of information; 3. from the Visitor in respect of Biometrics for purposes of granting access to the Estate.	<p>The information is either gathered electronically by security equipment of the Company or manually by hand, and is stored electronically by the Operator mentioned in paragraph 7.2.1.</p> <p>It is advised that the host computer has the adequate firewall, password protection and an anti-virus program that can be reasonably be expected to prevent unauthorised access, and in the case of a manual system, which Filing System is located in an area with reasonably restricted access.</p>	<p>The information in Column B is stored as follows: <u>Item 1 to 910:</u> 3 (three) years from when Visitor last accessed the Estate. It is noted that Residents have access to the system of the Operator mentioned in paragraph 7.2.1 of this Policy to delete records of a Visitor. <u>Item 10:</u> 30 (thirty) Days. Footage of security or emergency events is extracted into separate storage and retained until the investigation or legal proceedings has been completed.</p>

4.

Form A
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION
(section 11(3) of the Protection of Personal Information Act (No. 4 of 2013)
(Regulation 2)

A. Details of responsible party

To:	The Information Officer
Registered name of responsible party:	Cormallen Hill NPC
Registration number:	2004/029087/08
Registered address:	369 Cormallen Hill Achilles Road Bronberg 0081
Contact number(s):	+27 76 455 1968
Fax number / E-mail address:	cormallenhill@gmail.com

B. Details of data subject

1. The particulars of the person whose Personal Information is the subject of the objection must be given below.
2. The address in South Africa and/or email address of the person must be provided.
3. The Company may request for proof of identification of the Data Subject.

Name(s) and surname / registered name of data subject:	
Unique Identifier(s):	
Identity number / registration number :	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	

C. Reasons for objection

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.
3. Please provide detailed reasons for the objection, in terms of section 11(1)(d) to (f) of POPIA.

Reasons for objection in:	
---------------------------	--

4.

Signed atthis.....day of20.....

Signature of Data Subject

4.

Form B
REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR THE
DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION
(section 24(1) of the Protection of Personal Information Act (No. 4 of 2013)
(Regulation 3)

A. Particulars of responsible party

To:	The Information Officer
Registered name of responsible party:	Cormallen Hill NPC
Registration number:	2004/029087/08
Registered address:	369 Cormallen Hill Achilles Road Bronberg 0081
Contact number(s):	+27 76 455 1968
Fax number / E-mail address:	cormallenhill@gmail.com

B. Particulars of request

Mark the appropriate box with a X

<input type="checkbox"/> Correction of Personal Information, which is in the possession or under the control of the responsible party	<input type="checkbox"/> Deletion of Personal Information, which is in the possession or under the control of the responsible party
<input type="checkbox"/> Destruction of record of Personal Information, which is in the possession or under the control of the responsible party	<input type="checkbox"/> Deletion of record of Personal Information, which is in the possession or under the control of the responsible party

D. Particulars of operator (if applicable)

Mark the appropriate box with a X

<input type="checkbox"/> Amax Proprietary Limited	<input type="checkbox"/> Brinant Group Proprietary Limited
<input type="checkbox"/> Global Waste Group Proprietary Limited	<input type="checkbox"/> Impact Holdings Proprietary Limited
<input type="checkbox"/> Estate Manager	<input type="checkbox"/> Accountant

E. Particulars of data subject

1. The particulars of the person whose Personal Information is the subject must be given below.
2. The address in the Republic and/or email address of the person must be provided.
3. The Company may request for proof of identification of the Data Subject.

△

Name(s) and surname / registered name of data subject:	
Unique Identifier(s):	
Identity number / registration number :	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	

F. Information to be corrected / deleted / destructed / destroyed

Personal Information to be corrected/deleted; or record to be deleted/destroyed:	
--	--

G. Reasons for request

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.
3. Provide detailed reasons in terms of (i) section 24(a) of POPIA in respect of reasons for correction or deletion of Personal Information about the Data Subject and/or (ii) section 24(b) of POPIA in respect of the deletion or destruction of a record about the Data Subject.

Reasons for correction or deletion of Personal Information about the Data Subject, which is in the possession or under the control of the Responsible Party:	
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Reasons for the deletion or destruction of record about the Data Subject, which the Responsible Party is no longer authorised to retain:	
--	--

4.

Signed atthis.....day of20.....

Signature of Data Subject

