



## PROTECTION OF PERSONAL INFORMATION – POPI POLICY AND COMPLIANCE

**SPRINGERBAAI ECO ESTATE (SB) IS COMMITTED TO COMPLIANCE WITH, AND ADHERES TO, THE PROTECTION OF PERSONAL INFORMATION ACT POPI SOUTH AFRICA.**

### 1. INTRODUCTION

We are a non-profit association, functioning within the residential estate sector, that is obliged to comply with The Protection of Personal Information Act 4 of 2013. POPI requires us to inform any person, as defined by the Act, as to the way their personal information is used, disclosed, and destroyed.

Springerbaai is committed to the protection and lawful processing of personal information of our members and employees.

This policy and compliance framework establishes measures and standards for the protection and lawful processing of personal information within our organisation and provides principles regarding the right of individuals to privacy and to reasonable safeguarding of their personal information.

Hereby the details of our HOA Information Officer:

**T Venter**

**Springerbaai Eco Estate**

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Website: [www.springerbaai.co.za](http://www.springerbaai.co.za)

**The Information Officer is responsible for:**

- Conducting a preliminary assessment;
- The development, implementation and monitoring of this policy and compliance framework;
- Ensuring that documentation is relevant and kept up to date;
- Reviewing the POPI Act and periodic updates as published;
- Ensuring that POPI Act induction training takes place for all staff;
- Ensuring that periodic communication awareness on POPI Act responsibilities takes place;
- Ensuring this policy and subsequent updates are communicated to all role players.



All Trustees, employees and individuals directly associated with us are responsible for adhering to this policy and for reporting any security breaches or incidents to the Information Officer.

## **2. POLICY PRINCIPLES**

### **2.1 Accountability**

The HOA will take reasonable steps to ensure that personal information obtained is stored safely, securely and in compliance with the Act.

### **2.2 Processing limitation**

The HOA will collect personal information directly from any person. Once in our possession we will only process or release the information with their consent, except where we are required to do so by law. In the latter case we will inform the person. We therefore undertake to gain written consent where appropriate.

### **2.3 Specific purpose**

We collect personal information from a person for the purpose of the effective administration and management of the HOA. We collect and process the person's personal information relative to the provision of the Estate services we provide to the said person.

The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, we will inform the person of what information they are obliged to provide us with and what information is optional.

### **2.4 Limitation on further processing**

Personal information may not be processed further in a way that is incompatible with the purpose for which the information was collected initially.

### **2.5 Quality of information**

We will take reasonable practicable measures to ensure that the personal information is complete, accurate, not misleading, and updated where necessary.

### **2.6 Transparency/Openness**

Where personal information is collected from a source other than directly from a person, the personal information will be collected for the purpose of the instruction, for the purposes of FICA, and for statistical office management purposes only.



## 2.7 Security safeguards

We will ensure technical and organisational measures to secure the integrity of personal information, and guard against the risk of loss, damage, or destruction thereof. Personal information must also be protected against any unauthorised or unlawful access or processing.

We are committed to ensuring that information is only used for legitimate purposes, with the consent of the person, and only by authorised employees of the HOA.

It is a requirement of POPI to adequately protect the personal information that we hold and to avoid unauthorised access and use of your personal information. We will continuously review our security controls and processes to ensure that personal information is secure.

The following procedures are in place to protect your personal information:

- The Information Officer is responsible for the encouragement of compliance with the conditions of the lawful processing of personal information and other provisions of POPI;
- This policy is in place throughout the HOA and training/sensitising on this policy and the POPI Act has taken place and is overseen by the Information Officer;
- Relevant Employees are required to sign Confidentiality Agreements which are part of their Employment Contracts;
- Ensuring relevant employees are educated about basic information security protocols as well as our information security policy;
- Hard copy files are stored a secure premises and are retained for a period of 7 years;
- Our internal server/hard drives are protected by firewalls, anti-virus programmes and encryption, only giving persons and devices and servers are password protected;
- A Security Incident Management register will be kept by the information officer to log any security incidents and to report on and manage said incidents;
- All relevant employees are instructed to follow our POPI procedures for any person's information to be processed accurately and securely;
- Consent to process a person's information is obtained from the said person (or someone who is authorised by the person to provide the personal information) at any time where required.

## 2.8 Participation of individuals

A person is entitled to know the particulars of their personal information held by us, as well as the identity of any authorised employees of the HOA that has access thereto. They are also entitled to correct any information held by the HOA.



### **3. FURTHER OPERATIONAL CONSIDERATIONS**

#### **3.1 Monitoring**

The Trustees and the Information officer are responsible for administering and overseeing the implementation of this policy and, as applicable, supporting guidelines, standard operating procedures, notices, consents, and appropriate related documents.

#### **3.2 Operational Controls**

We shall establish an appropriate standard operating procedure that is consistent with this policy and regulatory requirements. This may include:

- Allocation of information security responsibilities;
- Incident reporting and management;
- User ID addition or removal;
- Information security training and education;
- Data backup.

#### **4. Policy compliance**

Any breach of this policy by employees may result in disciplinary action and possible termination of employment.

#### **5. Consent**

The relevant consents that apply will be incorporated in our member mandate, as well as employee contracts.

#### **6. Complaints**

Any complaints by a person should be directed to the Information Officer who will, after consideration of the surrounding circumstances and facts determine, together with the Trustees, the manner and in which the complaint is to be resolved.

#### **7. Amendments to this policy**

Amendments to this policy will take place on an ad hoc basis as and when required. All persons, as defined by the Act, are advised to visit our website periodically to make themselves familiar with any changes or they may direct their enquiries to the information Officer.