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1. PURPOSE

This policy explains Klaradyn Retirement Village's procedures pertaining to the collection, safeguarding, use and disclosure of personal information and how we use your personal information.

2. SCOPE

This policy outlines the personal information we collect and your rights in terms of the Protection of Personal Information Act, Act 4 of 2012.

3. RESPONSIBILITY & AUTHORITY

Complaints are dealt with on a serious basis, and we will address all POPI related complaints in accordance with the procedures prescribed by the Information Regulator

4. DEFINITIONS

Acronym	Description
IR	Information Regulator
EXCO	Executive Committee
POPIA	Protection of Personal Information Act, Act 4 of 2013
PAIA	Promotion of Access to Information Act 2 of 2000
HOA	Klaradyn Retirement Village Home Owners Association
A Data Subject	Means the person to whom personal information relates
References	
0002_00_ KLARADYN RETENTION AND DESTRUCTION POLICY	
0003_00_ KLARADYN DOCUMENT CONTROL PROCEDURES	
0009_01_ KLARADYN DATA PROTECTION & INFORMATION SHARING POLICY STATEMENT & MANUAL	

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5. **PRIVACY STATEMENT**

This privacy statement explains our procedures pertaining to the collection, safeguarding, use and disclosure of the personal information we collect from you the data subject, and also informs you of your rights in terms of the Protection of Personal Information Act 4 of 2013.(POPIA)

If you use our Services, you agree that we may process your personal information as explained under this Privacy statement and you consent to Klaradyn processing your personal information. This privacy statement will be made available on our website and can also be requested from our Information Officer.

If you have any questions or wish access to your information or to complain about any infringement of your personal information or wish to exercise any of your rights as a data subject, you can contact our Information Officer :

Mrs Riana Fick
Tel no. 021 982 5121
manager@klaradynretirement.co.za

6. **WHO WE ARE**

It is important to note that in this Privacy Statement, reference to we, us, our, or Klaradyn refers to Klaradyn Retirement Village Home Owners Association (HOA)

7. **PERSONAL INFORMATION**

7.1 **What personal information we keep**

We collect and use Personal Information of the individuals and corporate entities with whom we work in order to operate and carry out our business effectively. We regard the lawful and appropriate processing of all Personal Information as crucial to successful service delivery and essential to maintaining confidence between Klaradyn Retirement Village HOA

Section 9 of POPIA states that *"Personal Information may only be processed if, given the purpose for which it is processed, is adequate, relevant and not excessive."*

We collect and process data subjects personal information pertaining to our requirements. The type of information will depend on the purpose for which it is collected and will be processed for that purpose only.

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With your consent, we may also supplement the information that you provide to us with information that we receive from other providers in order to offer a more consistent and personalized experience for our residents.

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing

Klaradyn Retirement Village HOA uses the Personal Information under its care in the following ways:

- Conducting reference checks and assessments
- Identifying and managing its residents'.
- Administration of agreements
- Identifying residents medical and/or health related needs or situation
- Providing services to residents
- Detecting and prevention of fraud, crime, money laundering and other malpractice
- In connection with legal proceedings
- Staff administration
- Keeping of accounts and records
- Complying with legal and regulatory requirements in the running of our business administration

8.2 Personal Information Collected

8.2.1 Categories of Data Subjects and their Personal Information

We may record information relating to Individuals, suppliers, contractors, service providers, staff and visitors

We do not process special personal information in the normal course of our operations although certain personal information may be processed for e.g. employment purposes or another valid justification to do so.

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Entity Type	Personal Information Processed
Residents (Natural Persons)	Including but not limited to: Names; contact details; date of birth; ID number; age; nationality; sex; confidential correspondence; medical information, marital status, language preference.
Companies	Names of contact persons; name of legal entity; contact details; financial information; registration number; tax related information; authorised signatories.
Non-residents entering the Estate. Including but not limited to visitors, deliveries (driver only)	Names and ID number, contact details; drivers licence and ID, QR codes and vehicle licence disk detail.
Employees	Sex; pregnancy; marital status; colour, race (for employment purposes or as required by law); age; language; education information; financial information; employment history; ID number; contact details; criminal record; well-being.

8.2.2 How long do we keep your information

We keep your personal information on our records for as long as required to provide you with a service or as required by law.

8.3 Processing Personal Information

Klaradyn Retirement Village HOA may supply Personal Information to any party we have a contract with as a partner on a need-to-know basis.

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9 ACCESS TO INFORMATION

In terms of section 23 of POPIA Data Subjects are entitled to request access to, amendment, or deletion of their Personal Information free of charge.

All such requests must be submitted in writing to the Information Officer. Unless there are grounds for refusal as set out below, Klaradyn Retirement Village HOA shall disclose the requested Personal Information:

- On receipt of adequate proof of identity from the Data Subject, or requester in alignment with the PAIA prescripts

We will not disclose any Personal Information to any party unless the identity of the requester has been verified and it is lawful to do so.

9.1 Rights of data subjects

We will ensure that we give effect to the following rights of data subjects:

9.1.1 The Right to Access Personal Information

We recognise that a data subject has the right to establish whether Klaradyn holds personal information related to them including the right to request access to that personal information

9.1.2 The Right to have Personal Information Corrected or Deleted

The data subject has the right to request, where necessary, that their personal information must be corrected or deleted.

9.1.3 The Right to Object to the Processing of Personal Information

A data subject has the right, on reasonable grounds, to object to the processing of their personal information utilising the form prescribed by the Information Regulator for that purpose. In such circumstances, Klaradyn will give due consideration to the request in view of its operational requirements and the requirements of POPIA. We may cease to use or disclose the data subject's personal information and may, subject to any operational, statutory and contractual record keeping requirements, also approve the destruction of the personal information.

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9.1.4 The Right to complain

A data subject has the right to submit a complaint to the Information Officer of Klaradyn and also to the Information Regulator regarding an alleged infringement of ant rights protected under POPIA {See par. 12.0 , complaints procedure, below)

10 REMEDIES AVAILABLE IF REQUESTS FOR ACCESS TO PERSONAL INFORMATION IS REFUSED

10.1 Internal Remedies

Klaradyn Retirement Village HOA does not have internal appeal procedures where access to personal information has been refused. As such, the decision made by the Information Officer pertaining to a request is final, and requestors will have to exercise such external remedies at their disposal if a request is refused, and the requestor is not satisfied with the response provided by the Information Officer.

10.2 External Remedies

A data subject that is dissatisfied with the Information Officer's refusal to disclose information, may submit a complaint to the Information Regulator in the prescribed manner and form or to apply to a court for relief.

Likewise, a third party dissatisfied with the Information Officer's decision to grant a request for information, may apply to the Information Regulator or a court for relief.

11. Complaints procedure

Data subjects have the right to complain in instances where any of their rights under POPIA have been infringed upon. We take all complaints very seriously and will address all POPI related complaints in accordance with the prescribed procedures contained in the POPIA

- POPI complaints and payments, must be submitted to our Information Officer in writing as prescribed by the Act. Where so required, our Information Officer will direct the data subject to the relevant online POPI Complaint Form.
- Our Information Officer will provide the complainant with a written acknowledgement of receipt by e-mail within 2 working days.
- Our Information Officer will carefully consider the complaint and respond to the complainant. In considering the complaint, the Information Officer will endeavour to resolve the complaint in a fair manner and in accordance with the principles outlined in POPIA.

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- Our Information Officer must also determine whether the complaint relates to an error or breach of confidentiality that has occurred, and which may have a wider impact on the organisation's data subjects.
- Where our Information Officer has reason to believe that the personal information of data subjects has been accessed or acquired by an unauthorised person, our Information Officer will consult with Klaradyn's governing body whereafter the affected data subjects and the Information Regulator will be informed of this breach.
- Our Information Officer will revert to the complainant with a written response.
- Our Information Officer's response to the data subject may comprise any of the following:
 - A suggested remedy for the complaint,
 - Validity of the complaint and the reasons as to why it was dismissed,
 - An apology (if applicable) and any disciplinary action that has been taken against any employees involved.
- Where the data subject is not satisfied with our Information Officer's suggested remedies, the data subject has the right to complain to the Information Regulator.
- Our Information Officer will review the complaints process to assess the effectiveness of the procedure on a periodic basis and to improve the procedure where it is found wanting. The reason for any complaint will also be reviewed to avoid the occurrences giving rise to POPI related complaints.
- Klaradyn's EXCO to be informed of all breaches.

12. SECURITY SAFEGUARDS

Klaradyn Retirement Village HOA shall ensure the integrity and confidentiality of all Personal Information in its possession, by taking reasonable steps to:

- Identify all reasonably foreseeable risks to information security;
- Establish and maintain appropriate safeguards against such risks.
- And employ up-to-date technology to ensure the confidentiality, integrity and availability of personal information under our care.

13. CHANGES TO THIS PRIVACY STATEMENT

Klaradyn Retirement Village HOA retains the right to periodically update this Privacy Statement.