



PROTECTION OF PERSONAL INFORMATION ACT NO. 4 OF 2013 (POPIA)

PRIVACY STATEMENT

The Gates at Hilton Home Owners' Association recognises the protection of personal information (privacy) as an important responsibility and as such this Privacy Statement aims to describe our privacy practices, including the ways in which we collect, use, disclose and protect your personal information.

By receiving this Privacy Statement and unless you specifically withdraw consent, you hereby grant consent and permission for The Gates at Hilton Home Owners' Association to collect and process personal information for the lawful purposes consistent with the purposes for which such personal information is collected and processed by The Gates at Hilton Home Owners' Association.

This Privacy Statement applies to all our services and any platforms we may use. When we refer to platforms, we refer to websites, mobile sites or apps, social media platforms or any other technology or mechanism you may use to interact with us. This Privacy Statement will be reviewed periodically and may change from time to time.

WHAT IS PERSONAL INFORMATION

POPIA defines personal information as information relating to a natural/juristic person, including but not limited to-

- Information relating to the race, gender, marital status, national, ethnic or social origin, colour, age, physical or mental health, well-being, disability, language and birth of the person
- Information relating to the registration particulars of any juristic person, and its shareholders, directors and executive officers
- Any identifying number, symbol, email address, physical address, telephone number, location information, online identifier, or other particular assignment to the person
- The biometric information of the person

PURPOSE OF COLLECTION YOUR PERSONAL INFORMATION

We will only collect information which is necessary for our legitimate business interests or required in terms of the law. We need your personal information to:

- Fulfilment of our contractual and legal obligations to you
- Account to you for our services
- For audit and record keeping purposes
- Keep you informed of new products and services and of any operational changes
- Generally to comply with all legal and regulatory requirements which may from time to time be applicable to our industry

DISCLOSURE OF YOUR PERSONAL INFORMATION

Your personal information is kept confidential. We will only share your information with approved third-party providers where necessary for the purpose agreed to by yourself or to government or law enforcement agencies where the law requires that we disclose it.

The Gates at Hilton Home Owners Association RF NPC

Development Centre, Hilton College, P/Bag 6001, Hilton, 3245

Tel: +27(0) 33 3830100 Fax +27(0) 33 3830042

Email: dcv@hiltoncollege.com

PROTECTING YOUR PERSONAL INFORMATION

POPIA requires us to have arrangements in place which protect your personal information from unauthorised access abuse. We have the following arrangements:

- Physical security of our records
- Electronic security protection access to our computer and network records which include:
 - Firewalls
 - Secured "V-lans"
 - Password protection
 - Data encryption where appropriate and practical
- Secure communications
- Restrictions to ensure that any sub-contractor or service provider is bound by similar arrangements to protect your personal information.

ACCESS TO YOUR PERSONAL INFORMATION

You may contact us at any time to enquire what personal information we hold for you. We will make the information available to you upon request and after reasonable satisfaction that you have confirmed your identity with us.

INTEGRITY OF PERSONAL INFORMATION

We are obliged to store information which is accurate and updated. You may update, correct, amend or delete your personal information at any time. This would be information that is inaccurate, irrelevant, out of date, incomplete, misleading, obtained without your permission or that we are no longer authorised to retain. We will take all reasonable steps to confirm your identity before making changes to personal information.

COMMUNICATION

When we communicate with you, we will do this by electronic mail wherever possible, and where this is not possible, using the South African Postal Service or any other method acceptable in law. We will take reasonable measure to ensure the security of the documents sent to you, but we cannot be held liable for any unauthorised access or disclosures of your information once it has been sent.

KEEPING OF INFORMATION

You acknowledge that your information will be stored with us. We will only process and retain your information for as long as the purpose for which we collected it continues to be relevant, or we are required to comply with legal or regulatory requirements or to protect our legal interests. This may mean that your information is retained for longer than the minimum times set out by the law.

COMPLAINTS

You have the right to address any complaints you may have regarding how we process your personal information, which should in the first instance be directed to us, alternatively you may contact Personal Information Regulator as per the details reflected below:

<https://www.justice.gov.za/infoereg/contact.html>

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

PO Box 31533, Braamfontein, Johannesburg, 2017

Complaints: complaints.IR@justice.gov.za

General enquiries: infoereg@justice.gov.za.

HOW TO CONTACT US

Should you have any queries or require further information about our privacy practices or wish to withdraw consent, exercise preferences or access or correct your personal information, please contact us as per the information listed on our website www.gatesathilton.co.za.