

POPIA Policy

Effective Date: 14 August 2024

Introduction

The Platteklouf, Welgelegen, Panorama & Kleinbosch Community Improvement District (PWPK CID) is committed to protecting the privacy of personal information in compliance with the Protection of Personal Information Act (POPIA), No. 4 of 2013. This policy outlines how we collect, use, store, and protect your personal information.

1. Scope of the Policy

This policy applies to all personal information processed by PWPK CID, including information collected through our website, www.pwpkcid.co.za, and other communication channels.

2. Personal Information We Collect

We may collect the following types of personal information:

- **Identity Information:** Name, surname, identity number.
- **Contact Information:** Email address, phone number, physical address.
- **Demographic Information:** Age, gender, preferences.
- **Usage Data:** Information about how you use our website, products, and services.
- **Communications:** Records of correspondence between you and PWPK CID.

3. Purpose of Collecting Personal Information

We collect personal information for the following purposes:

- **Service Delivery:** To provide and improve our services and initiatives.
- **Communication:** To send you updates, newsletters, and information about our activities.
- **Security:** To ensure the safety and security of our website and services.
- **Compliance:** To comply with legal and regulatory requirements.

4. Legal Basis for Processing Personal Information

We process personal information based on the following legal grounds:

- **Consent:** Where you have provided your explicit consent.
- **Contractual Necessity:** Where processing is necessary for the performance of a contract.
- **Legal Obligation:** Where processing is required by law.
- **Legitimate Interest:** Where processing is necessary for our legitimate interests, provided it does not override your rights.

5. Sharing of Personal Information

We may share your personal information with:

- **Service Providers:** Third-party service providers who assist us in delivering our services.
- **Legal Authorities:** When required by law or to protect our rights.
- **Other Third Parties:** Only with your explicit consent or as required for operational purposes.

6. Security of Personal Information

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. These measures include:

- **Encryption:** Securing data through encryption.
- **Access Controls:** Restricting access to personal information to authorized personnel only.
- **Monitoring:** Regularly monitoring our systems for vulnerabilities and breaches.

7. Your Rights

Under POPIA, you have the following rights regarding your personal information:

- **Access:** The right to request access to your personal information.
- **Correction:** The right to request correction or deletion of inaccurate, irrelevant, or excessive personal information.
- **Objection:** The right to object to the processing of your personal information.
- **Withdrawal of Consent:** The right to withdraw consent for the processing of your personal information.

To exercise these rights, please contact us at communications@pwpkcid.co.za.

8. Data Retention

We will retain your personal information only for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

9. Changes to This POPIA Policy

We may update this POPIA Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website with a new effective date.

10. Contact Us

If you have any questions or concerns about this POPIA Policy or our data practices, please contact us at:

- **Email:** communications@pwpkcid.co.za
- **Phone:** +27 66 490 6639

- **Address:** Cape Town, 7500

Best regards,

PWPK CID Team