



Cedar Lakes

Lifestyle Estate

Cedar Lakes Homeowners Association NPC
(Registration Number: 2000/002883/08)

Document Name:	Visitor Privacy Notice
Document Type:	Notice prepared in accordance with Section 18 of the Protection of Personal Information Act 4 of 2013 (as amended)
Classification:	Public
Document owner:	Kevin Nicholson
Approved by:	Board of Directors
Date first compiled:	30 September 2024
Approved date:	
Effective date:	
Review date	1 October 2025
Version number:	Version 1

Revision History

Version	Date	Revision Author	Summary of changes

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1. Introduction

- 1.1. The Cedar Lakes Homeowners Association NPC (“CLHOA”) will maintain the confidentiality of your personal information and will comply with applicable laws including South Africa’s Protection of Personal Information Act, 4 of 2013 (“POPIA”) when processing your personal information. In this notice, all applicable laws will together be referred to as “the Laws”.
- 1.2. This notice applies to all persons (including children) entering the Cedar Lakes Lifestyle Estate (“the Estate”).

2. Types of personal information collected and processed

- 2.1. Personal information collected by CLHOA may include contact information; identity numbers; vehicle registration numbers; photograph, surveillance camera footage, driver’s licenses; addresses; biometric data (fingerprints), criminal behaviour information.

3. Purpose

- 3.1. The purpose of this Privacy Notice is to inform all CLHOA Residents about the types of personal information that is collected and processed, why this information is processed, how it is processed, with whom and how it is shared, and what security controls have been implemented to protect it.

4. How the CLHOA collects your personal information

- 4.1. The CLHOA collects personal information directly from visitors.
- 4.2. However, in certain instances, we may appoint third parties to collect and process personal information from other sources, including the National Administration Traffic Information System (NaTIS). In this event the source from which personal information was obtained, will, where possible, be disclosed.

5. Why the CLHOA is authorised to process your personal information

- 5.1. The Laws provide for certain legal grounds that authorise us to process your personal information.
- 5.2. Where the provision of personal information is voluntary, you will be notified accordingly and your written consent will be required. In these circumstances, you will be free to withdraw this consent at any time.
- 5.3. The main reason we process your personal information is to control access to and ensure the safety of all individuals accessing the Estate.
- 5.4. Over and above this, the CLHOA may retain your personal information to meet our legal record-keeping, for lawful purposes related to our functions or activities or as proof should we be party to any legal action arising out of incidents occurring on the Estate.
- 5.5. The personal information collected and processed by us may be used, stored, transferred, disclosed or shared for the following purposes and their processing is based on the following legal grounds:

Type of personal information	Legal basis for processing	Purpose
Name, Identity number; Vehicle make, model, registration number; photograph.	Processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party.	To control access to the Estate, thereby protecting the safety and security of all those accessing the Estate.

Type of personal information	Legal basis for processing	Purpose
Name, identity number, address, vehicle registration number, driver's license, injuries, photographs, criminal behaviour information	<p>Processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied. The CLHOA has a legitimate interest in controlling access to the Estate, protecting the safety and security of the Estate and all those accessing it.</p> <p>Criminal behaviour information: processing is necessary for the establishment, exercise or defence of a right or obligation in law (the right to report crime).</p>	To report on security and/or emergency incidents.
Photographs	<p>Processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied. The CLHOA has a legitimate interest in controlling access to the Estate, protecting the safety and security of the Estate and all those accessing it.</p>	To record the identity of all persons entering the estate.
Surveillance camera footage	<p>Processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied. The CLHOA has a legitimate interest in controlling access to the Estate, protecting the safety and security of the Estate and all those accessing it.</p>	The footage is processed to ensure the security of the Cedar Lakes Lifestyle Estate and those individuals accessing it.
Court / other tribunal documents	Processing complies with an obligation imposed by law on the CLHOA.	To institute and/or defend legal action.

6. Sharing of your personal information

- 6.1. CLHOA will only share your personal information with third parties where:
 - 6.1.1. You have consented to such information being shared;
 - 6.1.2. Sharing is required by law;
 - 6.1.3. Sharing of the information is necessary for us to deliver a service which requires the involvement of one of our suppliers;
 - 6.1.4. Sharing is required by law enforcement authorities; or
 - 6.1.5. It is necessary to protect your legitimate interest or that of the CLHOA or a third party.
- 6.2. We will share your personal information with our security and access control management services suppliers.
- 6.3. Your personal information may be shared with our legal representatives for the purposes of drafting and/or reviewing agreements and/or for legal advice and/or for litigation purposes. CLHOA will conclude written agreements with all suppliers processing personal information on our behalf to ensure that they only act on our express written instructions regarding the processing of personal information and that they implement the necessary safeguards to keep that personal information confidential and secure.
- 6.4. Cross-border transfers of personal information**
- 6.5. The CLHOA will not transfer your personal information outside the Republic of South Africa.

7. Securing your personal information

- 7.1. CLHOA will take all reasonable measures, both technical and through its people and processes, to protect your personal information in our possession or control from loss, misuse and unauthorised access, disclosure, alteration, and destruction.
- 7.2. Some of the technical measures implemented to protect your information include the following:
 - 7.2.1. Personal information is mostly stored in Microsoft Office 365 – for further information on how Microsoft protects data within Office 365 see Microsoft's independent audit reports in the Microsoft Service Trust Portal (<https://servicetrust.microsoft.com/>).
 - 7.2.2. Surveillance camera footage is mostly stored in secure servers. Access is controlled via biometric access and is limited to the Security and Environment Director and the Estate Manager. The control room housing the servers is monitored by CCTV cameras and dedicated security guards. Video files are encrypted.
 - 7.2.3. All personnel are required to authenticate using Microsoft's Multi-factor Authentication which means that they must log in with their usernames and passwords as well as another authentication factor such as a one-time-pin or a temporary code generated by the Microsoft Authenticator App.
 - 7.2.4. CLHOA uses Microsoft Defender which incorporates Advanced Threat Protection for protection against malware, phishing and other malicious activity.
- 7.3. Access to all data is role-based and granted to CLHOA personnel on a least privilege basis – this means that access is only given to personnel that require such access to perform their duties.
- 7.4. Employee behaviour is governed by a variety of policies such as the CLHOA's Information Security Policy and all employees are required to sign Confidentiality and Non-Disclosure Agreements as a condition of their employment.

- 7.5. CLHOA has adopted a classification taxonomy to classify and protect high risk and sensitive information.
- 7.6. Please note that the transmission of personal information to CLHOA via transmission media over which CLHOA has no control including (but not limited to) public networks may not be completely secure and is done at your own risk.
- 7.7. If we no longer have a legal basis for processing your personal information or you have not consented to processing, you may request that we delete information held by us. On receipt of such a request we will either delete the personal information or remove any information linking it to you (de-identification).

8. Retention

- 8.1. We keep most of your personal information while we still have a purpose for the information, when we need to provide you with services, or when we are legally obligated to do so.
- 8.2. We will also keep your information where you have agreed for us to do so or have provided your consent.

9. Your rights and requests

The Laws have granted individuals and organisations certain rights regarding their personal information:

9.1. Right of access:

- 9.1.1. CLHOA aims to be transparent to data subjects about the personal information we have and how we use it.
- 9.1.2. You may, after providing CLHOA with adequate proof of identity, request that CLHOA confirm, free of charge, whether your personal information is being processed by us. Should you require us to share a copy of the information with you, CLHOA will provide you with a written quote detailing the access fee and reproduction costs associated with the information access request. Note that we may require a deposit prior to providing this information but this will be outlined in the quote provided.

9.2. Right to Notification

- 9.2.1. Except in certain circumstances, you have the right to be notified that your personal information is being collected. This notice constitutes such notification.
- 9.2.2. You also have the right to be notified of any actual security breaches involving your information unless we are unable to identify you as the owner of that information.

9.3. Right to object

- 9.3.1. At any time during the collection and processing of your personal information, you have the right to object, on reasonable grounds, to the processing of your personal information, should we be processing it on the grounds of our own or your legitimate interest or with your consent.
- 9.3.2. You also have the right to object to the processing of your personal information for direct electronic marketing, including unsolicited electronic correspondence.

9.4. Right to rectification and/or deletion

- 9.4.1. Whilst CLHOA will make all efforts to ensure the integrity and accuracy of your personal information, this may not be possible at all times. Accordingly, kindly inform CLHOA of any changes to your personal information.
- 9.4.2. You have the right to request that any of your personal information that is inaccurate, incomplete or outdated be amended at any time.
- 9.4.3. Alternatively, where this information is processed on the basis of your consent, you can request that we delete this or any of your personal information. You may also request that we delete your personal information where the purpose for which it was processed no longer exists. However, CLHOA reserves the right to decline such a request for deletion where there is a legal or regulatory requirement to retain it.

Any and all requests made in terms of these sections must be submitted in writing by emailing us at privacy@cedarlakes.co.za.

9.5. Right to complain to the Regulator

- 9.5.1. Should you feel that our use of your personal information is in contravention of your right to privacy or that the processing of your personal information is not consistent with the purpose(s) for which it was collected or subsequently processed, you have the right to lodge a complaint with the Information Regulator (South Africa).

- 9.5.2. The Information Regulator can be contacted at:

Physical Address:	JD House 27 Stiemans Street Braamfontein Johannesburg 2001
Postal Address:	P.O. Box 31533 Braamfontein Johannesburg 2017
Telephone:	(010) 023 5200
Information Officer:	Mr Mosalanyane Mosala
Contact Person:	Ms Pfaon Nenweli
Email:	PNenweli@justice.gov.za Enquiries@infoeregulator.org.za

- 9.5.3. Should you feel that your personal information has been violated, you may lodge a complaint with the Information Regulator via email at POPIAComplaints@infoeregulator.org.za.
- 9.5.4. Should your PAIA request be denied or if there is no response from us to your request for access to your records you may lodge a complaint with the Information Regulator via email at PAIAComplaints@infoeregulator.org.za.
- 9.5.5. For further information, please refer to the Information Regulator's website at <https://infoeregulator.org.za/>.

9.6. Right to institute civil proceedings

- 9.6.1. In addition to the right to complain to the Information Regulator, you have the right to institute civil proceedings for loss or damages sustained as a result of our non-compliance with the Laws.

9.7. Right not to be subject to automated decision-making

- 9.7.1. You have the right not to be subject to a decision based solely on the automated processing of your personal information to create a profile of you where that decision produces legal effects concerning you or significantly affects you. CLHOA does not make any decisions based purely on automated processing of your personal information. Should such decision making be incorporated into our processes, you will be notified accordingly.
- 9.7.2. Should you have any questions about our privacy policy or the processing of your personal information, please contact the Information Officer at privacy@cedarlakes.co.za.

10. CLHOA contact information

- 10.1. Should you have any questions about this notice, believe CLHOA has not adhered to it, need further information about our privacy safeguards, need to give or withdraw consent or otherwise exercise your rights detailed above, please contact our Information Officer at:

Contact Number:	011 469 1693
Website:	www.cedarlakes.co.za
Information Officer:	Kevin Nicholson
Email address:	privacy@cedarlakes.co.za
Deputy Information Officer:	Sarah Calf
Email address:	financemgr@cedarlakes.co.za

Issued by

Kevin Nicholson

Estate Manager