

THE CLARENS

GOLF & LEISURE ESTATE

Data Protection Policy

The Clarens Golf & Leisure Estate HOA (NPC)

Policy Title: Data Protection Policy

Effective Date: 29 June 2025

Information Officer: Bernie Platte (General Manager)

Deputy Information Officer: Heindrich Dyer (Golf Director)

Last Reviewed: 29 June 2025

Next Review Due: 29 June 2026

1. Purpose

This Data Protection Policy outlines how The Clarens Golf & Leisure Estate Homeowners Association NPC ("HOA", "we", "us") collects, uses, stores, shares, and protects personal information in compliance with the Protection of Personal Information Act (POPIA), Act No. 4 of 2013.

We are committed to safeguarding the privacy and rights of all residents, staff, visitors, contractors, and stakeholders whose personal information is processed during the course of our estate management and operations.

2. Scope

This policy applies to:

- All HOA board members, staff, contractors, and service providers who process personal information on behalf of the HOA
- All systems, communication platforms, documents, forms, and infrastructure involved in the collection, processing, and storage of personal data
- All homeowners, tenants, visitors, golf members, golf players, contractors, staff, suppliers, caddies, and minors whose data may be captured, recorded, or processed

3. Types of Personal Information We Process

The HOA may collect and process the following types of personal information:

- Full names and identification numbers
- Email addresses, phone numbers, and physical addresses
- Banking and financial details
- Vehicle registration numbers and driver information
- Access control records (e.g. gate logs, visitor logs, intercom entries)
- Biometric data
- CCTV surveillance footage
- Security incident reports
- Photos or video taken during estate events or functions
- Employment-related data (payroll, contracts, disciplinary records)
- Children's data (for junior programs, event participation, access control)
- Any other information collected via online forms, physical forms, website entries, lucky draws, raffles, and in-person submissions

THE CLARENS

GOLF & LEISURE ESTATE

4. Lawful Processing Principles

We subscribe to POPIA's eight core principles:

1. Accountability: We ensure compliance and proper data governance
2. Processing Limitation: We only process what is necessary and lawful
3. Purpose Specification: We clearly define why data is collected
4. Further Processing Limitation: Additional use is compatible with original purpose
5. Information Quality: We maintain accurate, complete, and updated records
6. Openness: We inform data subjects when we collect personal data
7. Security Safeguards: We secure all personal information against risk
8. Data Subject Participation: Individuals may access or amend their personal information

5. Purpose for Processing Personal Information

We process personal data for legitimate HOA functions including:

- Estate security, surveillance, and access control
- Levy administration, invoicing, and financial reporting
- Golf and leisure bookings, event management, and member engagement
- Managing rule violations, penalties, and dispute resolutions
- Communication with residents (AGMs, newsletters, notices)
- Managing service requests and facility use
- Staff employment, HR and payroll
- Coordinating emergency response and ensuring resident safety
- Running raffles, surveys, community events and competitions
- Compliance with legal, audit, and reporting requirements

6. Data Storage and Security Measures

Personal information is stored and protected using the following methods:

- Secure cloud storage platforms with access controls and encryption
- Password-protected local databases and devices
- Physical files kept in locked cabinets and secure access-controlled offices
- CCTV systems with access limited to authorised personnel
- Antivirus software, firewalls, regular updates, and network protection tools
- Multi-factor authentication on admin systems
- Routine backups and secure disposal of obsolete data
- Staff access based on "need to know" and role responsibilities

7. Third Parties, Contractors, and Operators

We may share personal information with authorised third parties, including:

- Appointed estate managing agents
- Security providers and gate access contractors
- IT and software vendors supporting our operations
- Payment processors and financial auditors
- Event organisers or golf system vendors acting under agreement
- Any further contractors the HOA deems necessary

THE CLARENS

GOLF & LEISURE ESTATE

All external parties are bound by confidentiality and data protection agreements and may only process personal data under our written instruction, in line with POPIA.

8. Cross-Border Transfers

While we generally avoid international data transfers, if any personal information is hosted on platforms with international servers, we ensure those platforms provide adequate legal protection or are covered under valid contractual data protection clauses.

9. Children's Information

Where minors' personal information is collected, the HOA obtains consent from a competent person (such as a parent or guardian) and ensures that such data is processed solely for legitimate purposes like access control, junior programs, or events.

10. Data Retention

- CCTV footage is retained for a maximum of 7 days, unless flagged for investigation
- All other personal data is kept for as long as required by law, contract, or operational necessity
- Once no longer needed, data is securely deleted, destroyed, or de-identified

11. Data Subject Rights

All individuals have the right to:

- Request access to their personal information
- Correct or delete personal information held by us
- Object to certain types of processing
- Withdraw previously given consent
- Lodge a complaint with the Information Regulator

How to make a request:

- Email: info@theclarens.co.za
- Call: 058 256 1270
- Visit: HOA Admin Office at the Clubhouse
- Website: www.theclarens.co.za via POPIA/PAIA links

Requests will be processed within 21 business days.

12. Roles and Responsibilities

Information Officer: Bernie Platte (General Manager)

- Ensures compliance with relevant legislation
- Handles access and correction requests
- Manages internal training and audits
- Responds to data breaches and regulatory requests

All Staff and Board Members:

- Must handle personal data responsibly
- Report risks or breaches immediately
- Only access data required for their duties

THE CLARENS

GOLF & LEISURE ESTATE

13. Training and Awareness

POPIA training is provided:

- During staff onboarding
- Through ongoing awareness during operational meetings
- Ad hoc updates and guidance following legislative changes or audit findings

14. Review and Approval

This policy will be reviewed annually or when business operations or laws change significantly..

For further information, contact the HOA Information Officer.