

Riverside Lodge

Privacy Policy

Introduction:

As part of managing the business and creating value for its various clients, Riverside Lodge is required, in certain instances, to process personal information.

Accordingly, we are required to protect the personal information as set out in the Protection of Personal Information Act 4 of 2013, regulates and controls the processing, including the collection, use, and transfer of a person's personal information.

We will ensure that personal information is processed within the parameters of the law and that the notice must be read in conjunction with the POPI Act and its Regulations, where applicable

Type of Personal Information being collected and how we collect information

Due to the nature of services, we provide we request personal information from our clients.

The types of personal information we may collect can include details such as:

- Names, employment titles, contact details;
- Bank account details;
- Personal information about your spouse and dependants.(contact person)
- E-mail address
- Telephone numbers
- Postal address
- Physical address

You have a right to refuse to provide us with your personal information. However, if you do refuse to provide such information, or request the use such information we may be unable to complete or fulfil the purpose for which such information was collected, including providing you or our clients with the services we were engaged to perform

How do we collect personal information:

- Receipt of emails, letters and other correspondence;
- Telephone calls;
- Appointments in person;
- Through booking agencies
- Through use of our website, such as via contact mailboxes or online enquiry forms, or through the registration process.

In every circumstance, we will attempt to obtain such personal and sensitive information directly from you.

Why we need your information and how we use your information

We take your privacy seriously and will only use your personal information to provide the Services you have requested from us. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

We generally use your Personal Information for the following purposes (the

"Purposes"):

- to invoice and collect payment for services and products provided by us to you;
- for booking of accommodation
- to develop and maintain our relationship with you and communicate with you;

Is it necessary for us to collect your personal information and the consequences of not providing us with your personal information

If we do not have the necessary information we will not be able to deliver the services you instructed us to do

Transfer of Information/Sharing of Information

Our work for you may require us to pass your information to our third-party service providers, agents, subcontractors and other associated organisations (booking agencies) for the purposes of completing tasks and providing the Services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the Services and we have contracts in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Your information will not be transferred countries outside of South Africa except to contact you should you be a foreign citizen.

How long may we use, disclose or retain your personal information

We will use, disclose or retain your Personal Information for as long as necessary to fulfil the purposes for which that personal information was collected, or as permitted or required by law.

Security

We will strive at all times to ensure that your records will always be protected against unauthorised or accidental access, processing or loss. We maintain this commitment to data security by implementing appropriate reasonable technical and organisational measures to safeguard and secure your information. If we use a third party to host, manage or process your data on our behalf we will require that such third party also commit to implementing appropriate reasonable technical and organisational measures to safeguard and secure your information. If we are not prevented by a law enforcement or regulatory agency, we will notify you as soon as practicably possible in writing and at your registered postal or email address if we believe that unauthorised access to your information may have occurred, providing you with such

information as you may reasonably require to implement protective measures.

All due care will be taken to ensure the protection of clients privacy during the transfer, storage and use of personal health information.

Riverside Lodge recognises that the information we collect is often of a highly sensitive nature and as an organisation we have adopted the privacy compliance standards relevant to us to ensure personal information is protected.

Riverside Lodge holds all personal information securely, whether in electronic format, in protected information systems or in hard copy in a secured environment.

Objections

Please contact the Information Officer from Riverside Lodge if you want to object to our collection, processing, recording, protection, use or sharing of your information. Please note that we may require a reasonable period to comply with your objection and can only do so if permitted thereto by law and such compliance does not unreasonably prejudice our legitimate interests or that of a third party

Your rights regarding your information

Provided that you give us suitable and adequate proof of your identity, you have a right to know which records we hold about you and to know the identity of all third parties which have been or are to be given access thereto. This can be done by submitting a written request in the prescribed form to us. We may charge a reasonable prescribed fee as notified to you in advance for processing such requests. We will not be

Accuracy of Personal Information

It is important that we always have accurate information about you on record as it could impact on communication with you. You must therefore inform us as soon as any of your information has changed. You may also request that we correct or delete any information. Such a request must be made in writing on the prescribed form to the Information Officer and must provide sufficient detail to identify the information and the correction or deletion required. Information will only be corrected or deleted, if we agree that the information is incorrect or should be deleted. It may not be possible to delete all of the information if there is a legal basis to retain the information. However, please contact the Information Officer to discuss how we can assist you with your request. If we correct any information and the corrected information will impact on any decision made or to be made about you, we will send the corrected information to persons to whom the information has been disclosed in the past if they should be aware of the changed information.

Your rights regarding your information

Provided that you give us suitable and adequate proof of your identity, you have a right to know which records we hold about you and to know the identity of all third parties which have been or are to be given access thereto. This can be done by submitting a written request in the prescribed form to us. We may charge a reasonable prescribed fee as notified to you in advance for processing such requests. We will not be obliged to provide you with information to the extent that we

are prohibited or permitted thereto by applicable law.

You also have the right to require us to correct or erase any records we hold about you that we are no longer permitted to retain, is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or has been unlawfully obtained. This can be done by submitting a written request in the prescribed form to us. We will notify you of the steps taken because of your request.

Please contact our Information Officer if you want to submit any request to us hereunder. We will provide you with the prescribed form and the amount of any applicable prescribed fee. You may also contact the Information Regulator

Information Officer

The contact details of the business Information Officer are as follows:

Name: E.Pieterse

Address: 1 Aliwal Street

Phone Number: 0516333682

E-mail:gm@rside.co.za

Complaints about Processing of Information

All enquiries, requests or concerns regarding this Notice or relating to the processing of your personal information should be addressed to the Information Officer of Riverside Lodge. If you believe that we process your personal information contrary to this Privacy Notice or in contravention of the law, please contact the Information Officer immediately. You may also lodge a complaint with the Information Regulator.

The Information Regulator (South Africa)

33 Hoofd Street

Forum III, 3rd Floor Braampark

P.O Box 31533

Braamfontein, Johannesburg, 2017

Complaints email: complaints.IR@justice.gov.za