

PRIVACY STATEMENT – Klein Bottelary Kelder BK t/a Klein Bottelary venue

POPI (PROTECTION OF PERSONAL INFORMATION)

What is the POPI Act

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us.

What information will we collect

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Name & Surname

Email address

Telephone numbers

ID numbers

Address

Car registration number

Bank details

You agree to provide accurate and complete personal information. Should you fail to provide accurate Personal Information: we may refuse to process your request for goods/services.

Why do we collect Personal Information

We collect personal information in order to liaise with you telephonically, via our website or email so that we may:

1. respond to any query or comment received from you;
2. inform you of new services;
3. enable us to process, validate and verify information and requests for the supply of goods and/or services;
4. for the purposes for which you specifically provided the information; and
5. generally to improve your experience on our website.

Minors

If you are under 18 years of age (minor), we will require the consent of your parent/guardian/competent person before we process such personal information.

Processing of Information

We will share your personal information:

1. in order to comply with applicable law or with legal process served on our company;
2. in order to protect and defend the rights or property of our company; and
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such employees and third party service providers, having access to your personal information, are bound by confidentiality agreements.

Security Measures

We will:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
5. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF BEYOND OUR REASONABLE CONTROL.

Your rights

You have the right at any time to:

1. rectify the Personal Information collected by us;
2. object to the processing of Personal Information (subject to legislation);
3. request the return or destruction of Personal Information (subject to legislation);
4. lodge a complaint with the company.

Personal Information processed by us will not be routed/transferred to a third party in a foreign country or International organization.

All enquiries must be addressed to the information officer: Jakobus Georg Fischer, who can be contacted via email at kbvenue@iafrica.com or via telephone on (021) 903 6282.

If you are not satisfied with our response to your query, you may approach the following regulatory body for further assistance:

The Information Regulator (South Africa)

JD House

27 Stiemens Street

Braamfontein

Johannesburg

2001

Complaints email: POPIAComplaints@inforegulator.org.za