



UPPER CLAREMONT CITY IMPROVEMENT DISTRICT (CID) PRIVACY POLICY

This Privacy Policy ("Policy") explains how the Upper Claremont CID ("we", "us", "our") collects, uses, stores, and discloses your personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA") and applicable South African data protection requirements. By engaging with the Upper Claremont CID, including through our website, correspondence, or events, you accept the practices described in this Policy.

1. Information We Collect

We collect personal information in the following circumstances:

- When you engage with us as a property owner, resident, business, or stakeholder within the Upper Claremont CID.
- When you voluntarily provide information through our website, registration forms, surveys, public meetings, or events.
- When you communicate with us by email, phone, or other means.
- Automatically, when you use our website or digital platforms, through cookies and server logs.

Personal information we collect may include:

- Full names
 - Contact details (address, email, phone number)
 - Property ownership or status information
 - Information provided via submissions, surveys, or event registrations
 - Technical data such as IP addresses, device and browser details, and browsing behaviour via cookies/log files
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2. Purpose and Use of Personal Information

We use your personal information for the following purposes:

- Communicating with residents, businesses, and stakeholders regarding CID activities, meetings, news, and events
- Managing memberships, stakeholder relations, and compliance with CID statutory requirements
- Enhancing district safety and crime prevention efforts
- Developing, improving, and maintaining CID operational services
- Managing and fulfilling legal, administrative, and reporting duties
- Processing queries, feedback, proposals, or other interactions
- Fulfilling any other reasonable and legitimate business need pertaining to the CID

We will not use your personal information for any other purposes without your prior consent, unless required or permitted by law.

3. Sharing and Disclosure of Information

We do not sell or share your personal information with third parties except in the following situations:

- When required to do so by South African law, regulation, or court order
- With service providers or contractors appointed to perform functions on behalf of the Upper Claremont CID (only where necessary, under confidentiality obligations)
- By your written direction or with your explicit consent

Both parties shall comply with their obligations under the Protection of Personal Information Act 4 of 2013 regarding the processing, storage, and transmission of personal information.

4. Security of Personal Information



We implement reasonable technical, administrative, and physical safeguards to protect your personal information from loss, unauthorised access, misuse, disclosure, alteration, or destruction. While we strive to protect your information, no data transmission or storage method is completely secure and we cannot guarantee absolute security.

5. Retention of Information

Personal information is retained only as long as necessary to fulfil the purposes for which it was collected or as required by law. When the purpose has been served and legal retention periods have expired, personal information will be securely deleted or destroyed.

6. Your Rights Under POPIA

As a data subject, you have the following rights:

- *Access*: To request a record or description of your personal information held by the CID.
- *Correction/Deletion*: To request correction or deletion of personal information that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading, obtained unlawfully, or no longer needed.
- *Objection*: To object to the processing of your personal information, subject to legal and contractual restrictions.
- *Withdrawal of Consent*: Where processing is based on consent, you may withdraw your consent at any time.
- *Complaint*: To lodge a complaint with the Information Regulator of South Africa regarding the processing of your personal information.

To exercise these rights, please contact us as set out below.

7. Use of Cookies and Tracking Technologies

Our website may use cookies or similar tracking technologies to enhance site functionality and user experience, analyze site usage, and improve our services. Cookies store technical data such as IP addresses, browser types, and pages visited. You may adjust your browser settings if you wish to disable cookies; however, this may affect the website's functionality.

8. Third-Party Links and Services

Our website and communications may contain links to external websites and services. The CID is not responsible for the privacy policies or practices of such third parties. Users are encouraged to review the privacy statements of each site they visit.

9. Changes to This Policy

This Policy may be updated periodically to reflect changes in our practices or legislative requirements. Updates will be published on our website and effective upon posting. It is your responsibility to review this Policy regularly.

10. Contact Details

For any queries, concerns regarding privacy, or to exercise your rights, please contact:

Upper Claremont CID info@upperclaremontcid.org

If you are not satisfied with the outcome, you may contact the Information Regulator (South Africa):

<https://www.justice.gov.za/inforeg/>
