

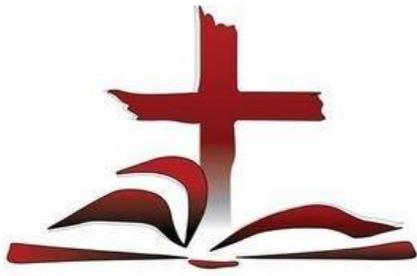


HAVEN VILLAGE RETIREMENT CENTRE

POPIA PRIVACY POLICY

1. Purpose

- 1.1. For the purposes of this Privacy Policy, Personal Information will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 (“the Act”).
- 1.2. Haven Village “the Company” also subscribes to the principles for electronically collecting Personal Information outlined in the Act, and the further legislation referred to therein.
- 1.3. The Company endeavours to ensure the quality, accuracy, and confidentiality of Personal Information in its possession.
- 1.4. In adopting this Privacy Policy, the Company wishes to balance its legitimate business interests and your reasonable expectation of privacy. Accordingly, we will take all reasonable steps to prevent unauthorised access to, or disclosure of your Personal Information as required by the Act.
- 1.5. Users are able to make contact us through our “Contact Us” tab on the Web Site. In so doing, users are asked to provide the following information (Personal Information):
 - 1.5.1. First name; and
 - 1.5.2. Surname; and
 - 1.5.3. Email; and
 - 1.5.4. Your Comments;
- 1.6. The Company will attempt to limit the types of Personal Information it processes to only that to which you consent to, but, to the extent necessary, your agreement to this Privacy Policy constitutes your consent as contemplated in section 69 of the Act.
- 1.7. The Company will not collect, use, or disclose sensitive information (such as information about racial or ethnic origins or political or religious beliefs, where relevant) except with your specific consent or in the circumstances permitted by law.
- 1.8. By agreeing to the terms contained in this Privacy Policy, you consent to the use of your Personal Information in relation to:
 - 1.8.1. The provision and performance of the services;
 - 1.8.2. Responding to any queries or requests you may have;
 - 1.8.3. Your information will not be stored for longer than is necessary for the purposes described in this Policy or as required by applicable legislation.



HAVEN VILLAGE TRUST

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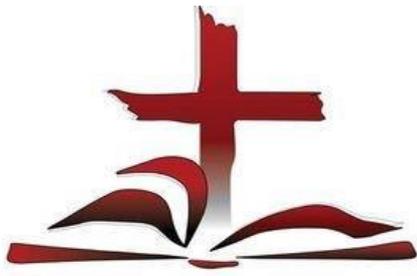
- 1.9. The Personal Information the Company collects from users shall only be accessed by the Company's employees and subject to reasonable confidentiality obligations binding such persons.
- 1.10. The Company shall constantly review its systems and data to ensure the best possible service to our users.
- 1.11. The Company will not sell, share, or rent your Personal Information to any third party or use your e-mail address for unsolicited mail. Any emails sent by the Company will only be in connection with the provision of our services.

2. Log Files

When you visit the Company, even if you do not create an account, we may collect information, such as your IP address, the name of your ISP (Internet Service Provider), your browser, the website from which you visit us, the pages on the Company website that you visit and in what sequence, the date and length of your visit, and other information concerning your computer's operating system, language settings, and broad demographic information. This information is aggregated and anonymous data and does not identify you specifically. However, you acknowledge that this data may be able to be used to identify you if it is aggregated with other Personal Information that you supply to us. This information is not shared with third parties and is used only within the Company on a need-to-know basis. Any individually identifiable information related to this data will never be used in any way different to that stated above, without your explicit permission.

3. Links

- 3.1. The Company, and the services available through the Company website, may contain links to other Associates of the company. If you select a link to any Associates, you may be subject to such Third-Party Website's terms and conditions and/or other policies, which are not under the control, nor responsibility, of the Company.
- 3.2. Hyperlinks to Associates Websites are provided "as is", and the Company does not necessarily agree with, edit, or sponsor the content on Associates Websites.
- 3.3. The Company does not monitor or review the content of any Associates Website. Opinions expressed or material appearing on such websites are not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content, of other websites, either.
- 3.4. Users should evaluate the security and trustworthiness of any Associates Website before disclosing any personal information to them.
- 3.5. The Company does not accept any responsibility for any loss or damage in whatever manner, howsoever, which may be caused, or resulting from your disclosure to Associates of Personal Information.



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4. Application of The Electronic Communications and Transactions Act 25 Of 2002 (“ECT Act”)

- 4.1. Data Messages (as defined in the ECT Act) will be deemed to have been received by the Company if and when the Company responds to the Data Messages.
- 4.2. Data Messages sent by the Company to a user will be deemed to have been received by such user in terms of the provisions specified in section 23(b) of the ECT Act.
- 4.3. Information to be provided in terms of section 43(1) of the ECT Act:
 - 4.3.1. Users warrant that Data Messages sent to The Company from any electronic device, used by such user, from time to time or owned by such user, were sent and or authorised by such user, personally.

5. Disclaimer

- 5.1. The Company shall not be liable for any damages, loss or liability of whatsoever nature arising from the use or inability to use the Company website or any other website linked to this web site or the content or the services thereof.
- 5.2. The user expressly agrees that the use of the Company website is entirely at the user's own risk and indemnifies the Company against any claims that might arise out of the user's use of the Company website, or any other website linked to the Company website.
- 5.3. The Company website and its contents are provided on an “as is” and “as available” basis and has not been compiled or supplied to meet the user's individual requirements.

ANNEXURE A:
PERSONAL INFORMATION REQUEST FORM

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Please submit the completed form to the Information Officer: gm@glenhavencare.org.za In terms of (Section 18(1) of the Promotion of Access to Information Act, 2000) (Act No. 2 of 2000) [Regulation 6]	
Name:	
Contact Number:	
Email Address:	
Please be aware that we may require you to provide proof of identification prior to processing your request.	
Section A. Particulars of Data Subject	
Name & Surname:	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
Section B. Request	
Method of Access Preferred: Paper copies of the documents <input type="checkbox"/> electronic copies of the documents <input type="checkbox"/>	
I request the organisation to: (Please tick applicable box)	
a) Inform me whether it holds any of my personal information.	<input type="checkbox"/>
b) Provide me with a record or description of my personal information.	<input type="checkbox"/>
c) Correct or update my personal information.	<input type="checkbox"/>
d) Destroy/delete/withdraw a record of my personal information.	<input type="checkbox"/>
Select applicable option above; Destroy/delete/withdraw	
Please complete below any further information on the documents you are requesting (Reference numbers, further particulars etc,	
Section C. Signature	
Signature:	
Date:	

**ANNEXURE B:
COMPLAINT FORM REGARDING**

PERSONAL INFORMATION REQUEST FORM

COMPLAINT REGARDING THE PROTECTION OF PERSONAL INFORMATION

<p>Please submit the completed form to the Information Officer: gm@glenhavencare.org.za In terms of (Section 74) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)</p>			
Name:			
Contact Number:			
Email Address:			
<p>NOTE: Where we are unable to resolve your complaint to your satisfaction you have the right to complain take up your complaint with the Information Regulator: Complaints.IR@justice.gov.za – JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001</p>			
<p>Section A. Particulars of Complainant (Please provide proof Identification along with the complaint form)</p>			
First Name:		Surname:	
Identity Number:		Postal Address:	
Contact Number:		Email Address:	
<p>Section B. Details of Complaint</p>			
<p>Section B. Desired Outcome</p>			
<p>Section C. Signature</p>			
Signature:		Date:	