



## Privacy Policy

### 1. INTRODUCTION

This is the privacy policy for Pinnacle Point Estate, owned and operated by the Pinnacle Point Home Owners Association NPC (Registration number: 2004/021284/08) (“PPHOA”, “we”, “us” or “our”), a non-profit company registered in the Republic of South Africa in terms of the Companies Act No. 71 of 2008 with its registered office situated at 1 Pinnacle Point Road, Pinnacle Point, Mossel Bay.

The PPHOA is committed to protecting your privacy and this Policy sets out the basis on which we collect, use, safeguard and share the data and information that we receive from users of our website and in the course of our business. As one of our guests and /or visitors to our website, you understand and agree that we may collect, use and share your personal information in accordance with this privacy policy. In order to help protect your privacy, we adhere to the following guidelines.

### 2. INFORMATION THAT WE COLLECT

#### 2.1 Information that you provide us

We may expressly request information from you that personally identifies you or allows us to contact you. Usually, this personal information is requested in the course of making a reservation, when requesting a service or when sending feedback. Should your personal information change at some point, you may request for your personal information to be updated.

The PPHOA collects personally identifiable information, such as your e-mail address, name, home or work address, telephone number or billing and payment details. We also collect anonymous demographic information, which is unique to you, such as your postal or ZIP code, age, gender, preferences, interests and favourites.

Personal information that you provide to the PPHOA will be used by the PPHOA to operate its website, provide services to guests, prospective guests and tour operators and generally to conduct the estate operations and to inform you of our new features, offers and services. Should the PPHOA wish to use your personal information for any other reason, we will provide you with an opportunity to decline the service.

#### 2.2. Automatically collected information

Other information may be collected automatically by our website about those who utilize it. This information may include a user’s IP Address, location information, date and time of access, browser type and any other action which a user may have taken on our website.

#### 2.3. Cookies

When you use our website we store “cookies”, which are small strings of code that a website can use automatically collect information and data to recognise repeat users, facilitate the user’s ongoing access to and use of the site and allow a site to track usage behaviour in order to improve the site’s content and targeted advertising.



### **3. HOW WE USE YOUR INFORMATION**

Personal information collected by us, or submitted to us, will be used only for the purposes specified in this privacy policy or to operate our website, deliver you with the service which you have requested and generally to conduct our business operations. In addition, your personal information may be used to inform you of other products, services and other offers available from the PPHOA although you may opt out of receiving these communications.

### **4. DISCLOSURE OF YOUR INFORMATION**

We may share your personal information with third parties in order to complete a transaction that you have requested. This may include payment processing, obtaining approval for credit offered to you or fulfilling requests for services or products.

Your non-personal information, such as usage statistics, may be disclosed to our affiliates and third parties without any restriction.

We may disclose and/or retain your personal information to the extent that we are required or permitted to do so by law or to protect our rights, property or safety or, where necessary, the rights, property or safety of our users or others.

### **5. INTERNATIONAL DATA TRANSFER**

Information that you provide may be hosted and stored in countries internationally, whose data protection laws may not be the same as those that are in force in South Africa. However, we shall ensure that our host providers are subject to laws, or policies, which uphold principles for the reasonable processing of information substantially similar to the data protection laws in South Africa to ensure adequate protection of any such data.

You expressly agree to such transfers of your personal information.

### **6. SECURITY OF YOUR PERSONAL INFORMATION**

We will take reasonable technical and organizational precautions in order to prevent the loss, theft, misuse as well as the unauthorised access, disclosure, destruction or alteration of your personal information. We will store all the personal information that you provide us on our secure servers. Please note that data transmission across the internet is inherently insecure and therefore, although we strive to use commercially acceptable means to protect your personal information, we cannot guarantee that your personal information will always remain private.

### **7. YOUR RIGHTS**

You have the right to request, from us, a description and/or record of your personal information that we hold. Provision for this information will be subject to the payment of a reasonable administrative fee to be determined by the PPHOA and the supply of appropriate evidence of your identity.

If you wish to update your personal information or if you want us to delete your personal information entirely, please send us a written request to the addressee as set out in the "contact us" section of our website along with your full contact details. Please note that we will not delete personal information that we required to retain for our business operations or legal compliance.



You will have the option to “opt out” of receiving any direct marketing from us by clicking on the “unsubscribe” link.

Should you believe that we have not complied with the Protection of Access of Information Act 2 of 2000 or the Protection of Personal Information Act 4 of 2013, in the processing of your information, you have the right to contact the Information Regulator in this regard.

The Information Regulator can be contacted by:

- E-mail: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za) or by
- Telephone: +27 (12) 406 4818.

## **8. THIRD PARTY WEBSITES**

We may permit third party websites to link to this website or to post a link to their website on ours. Unless expressly stated otherwise, we have no control over and accept no responsibility for the privacy practices of any third party websites to which links may have been provided and we recommend that you review the privacy policy of any website you visit before using that website. This privacy policy applies only to our website.

## **9. CHANGES TO THIS PRIVACY POLICY**

From time to time and without notice, may we make changes to this privacy policy to reflect any changes to our privacy practices as well as company and customer feedback. The PPHOA encourages you to periodically review this privacy policy to be informed of how we are protecting your information.

## **10. CONTACT INFORMATION**

The PPHOA welcomes your comments regarding this privacy policy. If you believe that we have not adhered to this statement, please contact us so that we may have an opportunity to remedy the matter.

The PPHOA can be contacted by:

- E-mail: [reina@pinnaclepointestate.co.za](mailto:reina@pinnaclepointestate.co.za) or by
- Telephone: +27 (44) 606 5301 or by
- Facsimile: +27 (44) 693 3200.