



**ECOGLEN ASSOCIATION
PRIVACY POLICY
2022**

December 2022

NPO registration number: 054-659-NPO

PBO registration number: 930011404

WESSA membership number: 1235886

1. OVERVIEW

The Ecoglen Association is a community based, non-profit organisation (NPO) registered in terms of the Non-Profit Organisations Act, 1997 (Act No. 71 of 1997), which operates in cooperation with and on behalf of the City of Tshwane (CoT) to manage the Moreletaspruit and Waterkloofspruit urban green spaces in Lynnwood Glen with a view to the conservation of the areas and to encourage public participation in conservation and appropriate recreational use of the areas.

Given the nature of our mandate, we are necessarily involved in the collection and processing of personal information.

Ensuring data privacy and the protection of your personal information is important to us. In the event that we use your personal information, we are committed to ensuring that such use is lawful, reasonable and pursuant to the purpose of our engagements with you, as prescribed by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

This policy sets out what personal information we collect from you when you engage with us, how we collect your personal information, the purpose of collecting such personal information and how we use your personal information.

2. WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT YOUR PERSONAL INFORMATION

Personal information refers to information relating to an identifiable person (including individuals and organisations). This includes information about your name, contact details, including your phone number, email address and physical address.

We collect your personal information in order to conduct the business of the Association. This includes collecting information to:

- (1) Establish your identity;
- (2) Communicate with you in the manner in which you prefer, including via email, SMS, social media platforms or telephonically;
- (3) Maintain and update our database of members;
- (4) Ensure auditing or record keeping practices, as required by law;
- (5) Fulfil any legal obligation that we may have to you or a third party;
- (6) Comply with any law or legal request from a recognised body or authority;
- (7) Ensure that the legitimate purposes of any other activity which may be lawful and reasonable, and which are necessary to our activities, are upheld.

3. HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your information in four ways:

Firstly, we collect your personal information directly from you. We may collect information through electronic communication, telephonically, during meetings or events, through related documentation and in general interactions with you.

Secondly, we collect your personal information from your electronic profiles, including your website and social media platforms. Information received from your online profiles are generally used for general information purposes.

Thirdly, we collect your personal information from other organisations to whom we are affiliated. This information is used for general information purposes and to supplement information which you have already provided or agreed to provide.

Lastly, we may collect your personal information through IT and electronic networks to determine who is visiting and using our website and other online platforms.

4. HOW LONG YOUR PERSONAL INFORMATION IS KEPT

We may retain your personal information for as long as you remain a member of the Association and for 3 years after you have terminated your membership.

We may further retain your personal information for a longer period of time if we are required by law to do so.

5. DISCLOSING YOUR PERSONAL INFORMATION

We will not disclose your personal information unless it is for purposes set out in this policy or if we have received your permission to do so. We will disclose your personal information:

- (1) To our employees, contractors and members to the extent that these parties need your personal information in order for us to conduct the business of the Association;
- (2) To other organisations to whom we are affiliated;
- (3) To authorities or governmental agencies in order to comply with any law, regulation or legal process; or
- (4) In order to protect our rights, property or safety or those of our employees, contractors, agents, or any other third party.

6. AGREEMENT TO BE BOUND AND CONSENT TO PROCESSING

By accessing or using our website or any other social media platforms, and by sending and receiving emails to us and from us, you acknowledge and agree that you have read and understand the terms of this Privacy Policy and give us consent to process the required personal information in accordance with our Privacy Policy and the Protection of Personal Information Act, 2013.

If you do not wish to be subject to this Privacy Policy, please contact our Information Officer as soon as possible to exercise your rights set out hereunder.

7. INFORMATION SECURITY

We take care to ensure that your personal information is adequately protected against unauthorised access and use and remains secure.

We may store your personal information at a physical location or by electronic means, including on a cloud-based system. We will take reasonable, appropriate and generally accepted

measures to ensure that your personal information is protected against unauthorised and unlawful processing, accidental loss, destruction or damage.

However, we cannot guarantee that the transmission of your personal information, particularly when transmitted electronically, is absolutely secure.

8. YOUR RIGHTS

Subject to the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), and the Regulations relating to the Protection of Personal Information, 2018, you have the following rights as they relate to the collection and processing of your personal information:

- (1) Access to information: You have the right to request a copy of the personal information that we hold about you.
- (2) Right to the correction of information: You have the right to request that we update or correct the personal information that we hold about you.
- (3) Right to the deletion of information: Under certain circumstances, you have the right to request that we delete the personal information that we hold about you.
- (4) Right to object: You have the right to object to us processing the personal information that we hold about you if you have not consented to the processing, the processing is not necessary to conduct the business of the Association, or if the consent is not related to a legal purpose or for the discharge of a legal obligation.
- (5) Right to lodge a complaint: You have the right to complain if you are concerned about the way in which we collect or process the personal information that we hold about you.

If you believe that we have used your personal information in a manner which is contrary to this Privacy Policy, we request that you first attempt to resolve any concerns with us directly, by contacting our Information Officer at the contact details listed on our website.

If you are not satisfied with the process, you have the right to lodge a complaint with the Information Regulator at:

The Information Regulator (South Africa)

JD House
27 Stiemens Street
Braamfontein
Johannesburg

mailto: complaints.IR@justice.gov.za

9. CHANGES TO THIS POLICY

We may update this privacy policy at any time by publishing an updated version on our website. The updated policy will be published on our website. We encourage you to review this policy on a regular basis.