



1 June 2021

## **RE: PROTECTION OF PERSONAL INFORMATION (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 way we collect, process, store, share and destroy any personal information which you have provided to us.

### **What information we will collect:**

1. Email address
2. Name & surname
3. Telephone number
4. Address

### **Why do we collect personal information?**

We collect personal information 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 services;
4. For the purposes for which you specifically provided 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.

### **We will share your 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.

### **Collection of information by "Cookies:"**

**BLOEMFONTEIN BRANCH**  
c/o First Ave Reid Street  
Westdene Centre  
Unit 13  
Bloemfontein  
Tel: 051 430 2838

**WESTERN CAPE BRANCH**  
Fairways Office Park  
Unit D3 & Unit D4  
Section 39 & 40  
Niblick Way, Somerset West  
Tel: 021 851 6023

**EASTERN CAPE BRANCH**  
No. 1 Bonza Bay Road  
Beacon Bay  
East London  
Tel: 043 748 6736



You are aware that information and data is automatically collected through the standard operation of the internet servers and using “cookies.” “Cookies” are small text files a website can use to recognise repeat users, facilitate the user’s ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected using cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (i.e. customized delivery of information) available on all websites.

#### **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 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);

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3. Request the return or destruction of personal information (subject to legislation);
4. Lodge a complaint with the company.

All enquiries must be addressed to the deputy information officer: Lemari Fourie, who can be contacted via email at [lemarie@camlivevision.co.za](mailto:lemarie@camlivevision.co.za) or on 021 851 6023. Alternatively, please contact the information officer, BJM Bekker, at [ben@camlivevision.co.za](mailto:ben@camlivevision.co.za)

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