

1 July 2021

Under the Protection of Personal Information Act, 2013 (POPIA), you have the right to be informed of what personal information of yours is held by an institution and for what purpose.

As your Managing Agent, Astrodon Pty Ltd collects and processes various types of personal information for the fulfilment of its services and ultimately the functioning of the scheme in which you live. Some of these functions include:

- Raising levies, service charges and penalties, interest and other related charges for the scheme
- Sending statements
- Issuing clearance certificates
- Legal and collection processes
- Owner / tenant correspondence
- AGM / SGM notices
- Staff administration and HR related work
- Complying with other legal and regulatory requirements
- Access control and security
- Maintenance, garden, security and other complex/estate related services
- Ensuring the scheme is adequately insured

### **Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Physical security
- Computer and network security;
- Access to personal information
- Secure communications
- Security in contracting out activities or functions
- Retention and disposal of information
- Acceptable usage of personal information
- Governance and regulatory issues
- Monitoring access and usage of private information
- Investigating and reacting to security incidents

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

**What are your rights in terms of POPIA (Section 15 of POPIA)? You have the right:**

### **Access to Information**

You have the right to request a copy of the personal information we hold about you. To do this, simply click here to log into <https://clientportal.astrodon.co.za/> to review your personal information or contact us at [info@astrodon.co.za](mailto:info@astrodon.co.za) specify what information you would like. Please note that any such access request may be subject to a payment of a legally allowable fee.

### **Objection to Processing**

In certain cases, you have the right to object to the processing of your personal information. If you want to object, please contact us at [info@astrodon.co.za](mailto:info@astrodon.co.za)

### **Correction of Your Information**

You have the right to ask us to update or correct your personal information. You may do this by clicking here to log into <https://clientportal.astrodon.co.za/> to review and change your personal information or by contacting us at [info@astrodon.co.za](mailto:info@astrodon.co.za)

### **Deletion of Your Information**

You agree that we may keep your personal information until we destroy your information based on Astrodon's destruction standards. Astrodon applies a retention period of ten years following the end of business relationship. You have the right to ask for deletion or destruction of your personal information – we will do that unless the law requires us to keep it or if we need it for legitimate business purposes. You may do this by contacting us at [info@astrodon.co.za](mailto:info@astrodon.co.za)

### **Automated Decision Making**

You agree that we may process your personal information by using automated means (without human intervention in the decision making process) to make a decision about you or your application for any product or service you may query the decision made about you.

The information we may collect and hold includes:

- Name
- ID number/Passport
- Date of birth
- Gender
- Telephone number
- Email address
- Physical address
- Property details
- Bank details (for refunding purposes)
- Biometrics (if applicable)
- Bondholder (if applicable)
- Driver's license details (if applicable)
- Vehicle registration number (if applicable)
- Vehicle license disk details (if applicable)
- Postal address
- Visual data (if applicable)

## **Disclosure of Information**

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your personal information with Third parties for the purposes listed above, for example credit reference and fraud prevention agencies, law enforcement agencies, attorneys, identity and bank verification agencies, tax directive agencies.

## **We may also Disclose your Information:**

Where we have a duty or a right to disclose in terms of law or industry codes; or

Where we believe it is necessary to protect our rights

## **Changes to this Notice**

Please note that we may amend this Notice from time to time. Please check this website periodically to inform yourself of any changes.

## **How to Contact us**

If you have questions about this Notice or believe we have not adhered to it, or need further information about our privacy practices, please contact us at [info@astrodon.co.za](mailto:info@astrodon.co.za)

## **Information Regulator**

You have the right to complain to the Information Regulator, whose contact details are:

- <http://www.justice.gov.za/infoereg/index.html>
- General enquiries: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)
- Complaints: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

Astrodon Pty Ltd is committed to protecting the personal information of its owners and tenants, so to ensure that personal information is exclusively processed on a lawful basis.