

Privacy Policy for Homeowners and Tenants

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We respect your privacy. Callouts like this are a summary of our privacy policy and contain the most important and relevant points for you. Please read the full privacy policy because it applies to you.

Introduction

Welcome to our privacy policy. We are Berg en Dal Homeowners Association, and this is our plan of action when it comes to protecting your privacy. We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect information that can be associated with you or another specific natural or juristic person and can be used to identify you or that person (**personal information**).

The purpose of this policy is to describe the way that we handle your personal information.

Audience

This policy applies to you if you are:

- An owner of a property in Berg en Dal Estate or a resident of such property (tenant).

This policy applies to you under certain circumstances.

Personal information

Personal information includes:

- certain information that we collect automatically when you visit our website/portal;
- certain information collected on our community portal during registration (see below);
- optional information that you provide to us voluntarily (see below);

but excludes:

- information that has been made anonymous so that it does not identify a specific person;
- permanently de-identified information that does not relate or cannot be traced back to you specifically;
- non-personal statistical information collected and compiled by us; and
- information that you have provided voluntarily in an open, public environment or forum including any blog, chat room, community, classifieds, or discussion board (because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy).

Personal information includes information we collect (i) automatically when you visit our website, (ii) on registration, and (iii) from you voluntarily. It excludes (i) anonymous, (ii) de-identified, (iii) non-personal statistical, and (iv) public information.

Common examples

Common examples of the types of personal information which we may collect and process include your:

- **identifying information** – such as your name, date of birth, or identification number of any kind;
- **contact information** – such as your phone number or email address;
- **address information** – such as your physical or postal address; or
- **demographic information** – such as your gender or marital status.

Sensitive personal information

You will not be asked to provide any sensitive personal information.

Acceptance

Acceptance required

You must accept all the terms of this policy when you utilise the community portal or public website.

Deemed acceptance

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

Your obligations

You may only send us/update your own personal information or the information of another data subject where you have their permission to do so.

Changes

We may change the terms of this policy at any time by updating this web page/portal landing page. We will notify you of any changes by placing a notice in a prominent place on the website/portal or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you continue to use the website/portal following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.

Collection

On registration on our Community Portal

Once you register on our portal, you will no longer be anonymous to us. You will provide us with certain personal information when you register.

This personal information will include:

- your name and surname;
- your email address;
- your telephone number;
- your postal address or street address; and
- your username and password.

We will use this personal information to fulfil your account, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

Please refer to the Privacy Policy of the supplier of the residential community portal app at the bottom of their website's home page by clicking [here](#).

We collect certain information on registration, when you register on our portal

When viewing our Website

Please refer to the Privacy Policy for visitors to our Berg en Dal website.

Optional details

You may also provide additional information to us on a voluntary basis (**optional information**). This includes content you provide when using the optional features and functionality of our Portal, such as responding to surveys, participating in discussion forums, requesting approvals, and so on.

We collect certain optional information that you provide when you use the optional features and functionality of our Portal.

Purpose for collection

We may use or process any information that you provide to us for the purposes that you indicated when you agreed to provide it to us. We generally collect and process your personal information for various purposes, including:

- **communication purposes** – such as real-time estate notifications, general interest discussion forums, surveys/polls, publish and distribute estate relevant content;
- **marketing purposes** – such as pursuing lawful related marketing activities;
- **estate management purposes** – such as management approval requests, incident reporting, pet identification, access security; and
- **legal purposes** – complying with regulations, or pursuing good governance.

We may use any of your personal information that you provide to us for the purposes that you indicated when you agreed to provide it to us.

Consent to collection

We will obtain your consent to collect personal information:

- in accordance with applicable law;

- when you provide us with any registration information or optional information.

We will get your consent to collect your personal information in accordance with applicable law when you provide us with it.

Use

Our obligations

We may use your personal information to fulfil our obligations to you.

Messages and updates

We may send administrative messages and email updates to you about the website or community portal. We may wish to provide you with information about new goods or services in which we think you may be interested. This means that in some cases, we may also send you primarily promotional messages.

We may use your information to send you administrative messages and email updates to you regarding the website or portal and for marketing purposes where lawful.

Targeted content

Please refer to the Privacy Policy of the supplier of the residential community portal app at the bottom of their website's home page by clicking [here](#).

Disclosure

Sharing

We may share your personal information with:

- our suppliers under contract who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods or services providers only use your information in connection with the goods or services they supply or services they perform for us and not for their own benefit);
- other third parties who provide us with relevant services where appropriate.

We may share your personal information with third parties for the purposes of fulfilling our obligations to you among other purposes.

Regulators

We may disclose your personal information as required by law or governmental audit.

Law enforcement

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law; and

- to protect the safety of any individual or the general public.

We may disclose personal information to third parties if required for legal reasons.

No selling

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

Marketing purposes

We may disclose aggregate statistics (information about the community population in general terms) about the personal information to advertisers or business partners.

Employees

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management and security personnel.

Security

We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our hosting companies will host our website/portal in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorise access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recovery procedures where appropriate.

Our website/portal is hosted on a secure server and uses security measures to prevent interference by intruders.

Accurate and up to date

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time we may request you to update your personal information on the portal. You are able to review or update any personal information that we hold on you by accessing your account online, emailing us, or phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information.

Please keep your personal information accurate and up to date by accessing your account online, emailing us, by phoning us.

Retention

We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

We will only retain your personal information for as long as is necessary.

Transfer to another country

We will not transfer any personal information across a country border without your prior written consent.

We may not transfer your personal information outside the country in which it was collected to a foreign country without your permission.

Updating or removing

You may choose to correct, update or remove the personal information you have submitted to us, by accessing your account on our community portal or contacting us by phone or email.

You may choose to update or remove the personal information you have submitted to us.

Limitation

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third party websites.

Enquiries

If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us.