

عيادة النخلة
للأمومة والطفولة
Al-Nakhla Maternity Centre

"Empowering Muslim Mothers: Our Community, Our Journey"



**Protection of Personal Information
Act, 2013 (“POPIA”) Policy Manual
of
Al Nakhla Maternity Centre (“the
Centre”)**

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Abbreviations

Abbreviation	Description
POPIA	Protection of Personal Information Act, 4 of 2013

Version history

Version	Date of Issue	Effective Date	Applicability	Purpose of the Change
1	28 June 2023	28 June 2023	AL NAKHLA	New Policy

1. Al-Nakhla Maternity Centre Privacy Policy Manual

The Protection of Personal Information Act, 4 of 2013 (POPIA) regulates and controls the processing of Personal Information.

The Centre is a private company which, inter alia, conducts business in healthcare and technology.

The Centre for the purposes of carrying out its business and related objectives, does and will from time to time, process the Personal Information of living individuals and legal entities, including public and private entities, such as Personal Information relating to employees and staff, prospective employees and job applicants, students and interns, service providers and contractors, vendors, clients, customers, and other third parties.

The Centre is obligated to comply with POPIA and the data protection conditions set out under POPIA with respect to the processing of all and any Personal Information.

This Policy describes how The Centre will discharge its duties to ensure continuing compliance with POPIA in general and the information protection conditions and rights of Data Subjects.

1. Introduction

At Al-Nakhla Maternity Centre, we are committed to protecting the privacy and security of personal information entrusted to us by our clients, employees, and other stakeholders. This Privacy Policy Manual is designed to outline our commitment to compliance with the Protection of Personal Information Act (POPIA) and to provide guidelines for the collection, use, retention, and protection of personal information.

2. Contact Information

Name: Al-Nakhla Maternity Centre

Address: 1 Dahlia Rd, Gqeberha, Eastern Cape

Phone: 041 001 1785

Email: info@alnakhla.co.za

3. Scope

This Privacy Policy Manual applies to all personal information processed by Al-

Nakhla Maternity Centre, whether collected from clients, employees, contractors, or other parties.

4. Principles of POPIA Compliance

Al-Nakhla Maternity Centre adheres to the following principles of POPIA compliance:

Accountability: We take responsibility for the processing of personal information in accordance with POPIA and ensure that appropriate measures are in place to protect personal information.

Processing Limitation: We only collect personal information for specific, lawful purposes and do not process it in any manner incompatible with those purposes.

Purpose Specification: We ensure that individuals are aware of the purposes for which their personal information is being processed and obtain their consent where required.

Data Minimisation: We only collect personal information that is adequate, relevant, and not excessive for the purposes for which it is collected.

Accuracy: We take reasonable steps to ensure that personal information is accurate, complete, and up-to-date.

Storage Limitation: We retain personal information for no longer than necessary for the purposes for which it was collected, unless required by law or consented to by the data subject.

Integrity and Confidentiality: We implement appropriate technical and organisational measures to safeguard personal information against loss, theft, unauthorised access, disclosure, or destruction.

Openness: We are transparent about our data processing practices and provide individuals with access to information about how their personal information is processed.

Individual Participation: We respect the rights of data subjects to access and correct their personal information, as well as to withdraw consent or object to processing where applicable.

Responsible Transfers: We only transfer personal information to third parties with adequate safeguards in place to protect the privacy and security of that information.

5. Collection and Use of Personal Information

Al-Nakhla Maternity Centre collects and uses personal information for the following purposes:

Providing medical services to clients

Managing patient records

Employee administration and payroll processing

Compliance with legal and regulatory requirements

Marketing and communication purposes (with consent)

Any other lawful purposes related to our operations

We only collect personal information directly from individuals or from authorised third parties and obtain consent where required by law.

6. Retention and Destruction of Personal Information

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When personal information is no longer needed, it is securely destroyed or anonymised to prevent unauthorised access.

7. Security Measures

Al-Nakhla Maternity Centre implements appropriate technical and organisational measures to protect personal information against loss, theft, unauthorised access, disclosure, or destruction. These measures include encryption, access controls, and regular security assessments.

8. Access and Correction

Individuals have the right to access and correct their personal information held by Al-Nakhla Maternity Centre. Requests for access or correction should be submitted in writing to the Privacy Officer using the contact information provided in this manual.

9. Complaints

Any complaints or concerns regarding the handling of personal information by Al-Nakhla Maternity Centre should be addressed to the Privacy Officer using the contact information provided in this manual. We will investigate and respond to complaints in accordance with our obligations under POPIA.

10. Policy Review

This Privacy Policy Manual will be reviewed and updated regularly to ensure ongoing compliance with POPIA and best practices in data protection. Any changes to this policy will be communicated to stakeholders as appropriate.

11. Contact Information

For questions or concerns regarding this Privacy Policy Manual or the handling of personal information by Al-Nakhla Maternity Centre, please contact:

Privacy Officer
Al-Nakhla Maternity Centre
1 Dahlia Rd, Gqeberha, Eastern Cape
Phone: 041 001 1785
Email: info@alnakhla.co.za

12. Revision History

Version 1.0: 21 June 2023

13. Sources

Protection of Personal Information Act (POPIA)
Guidance from the Information Regulator
Best practices in data protection and privacy management

14. Legal Disclaimer

This Privacy Policy Manual is for informational purposes only and does not constitute legal advice. Al-Nakhla Maternity Centre accepts no liability for any actions taken in reliance on the information contained herein. Organizations are encouraged to seek independent legal advice to ensure compliance with applicable data protection laws and regulations.

2. POPIA References

To understand the implications of this document and the objectives of POPIA, the reader must take note of the following explanatory notes and POPIA definitions, which will be used throughout this policy and which may be used in the interpretation of this document. POPIA makes use of certain references, as explained below.

2.1 “biometrics”

means a technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition;

The Centre may from time to time make use of your / the Data Subject’s Biometrics for security access control and related identification procedures.

2.2 “child”

means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him-or herself;

The Centre will from time to time have to process Personal Information of a child who may belong to you / a Data Subject, for amongst other reasons employment and benefit related purposes, which use will require the competent person's consent as defined below.

2.3 **"competent person"**

means any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child;

2.4 **"consent"**

means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of Personal Information;

2.5 **"Data Breach"**

means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Information under the control of or in possession of the Company;

2.6 **"Data Subject"**

means you, the person who will provide The Centre or its Operator/s with Personal Information and who consents when providing such Personal Information, to the Company's use thereof in accordance with its POPIA policy.

A Data Subject will include you, who will be providing The Centre with your / or your business's Personal Information and which you and your business, by providing such Personal Information to the Company, give The Centre the required consent to use the Personal Information, in accordance with its Data Privacy Consent Notice.

2.7 **"Direct Marketing"**

means to approach a person, by electronic communication, for the purpose of promoting or offering to supply, in the ordinary course of business, any goods or services to the data subject;

2.8 **"Employees"**

means any employee of the Company;

2.9 "Operator"

means a natural person or a juristic person who processes your / a Data Subject's Personal Information on behalf of The Centre in terms of a contract or mandate, without coming under the direct authority of the Company;

The Centre will, in order to pursue and protect its legitimate interests and in many cases to protect you, under a written contract (if applicable) ask Operators to process certain categories of your Personal Information on its behalf including, without detracting from the generality thereof, CRM Providers, Advertising Agencies, PR agencies, Payroll service providers, Core Benefits Providers, Medical Aid/Cover providers, Retirement Funding Providers, Auditors, Legal Practitioners, and Government and Provincial Departments (e.g. Department of Labour).

2.10 "person"

means a natural person or a juristic person;

2.11 "Personal Information"

means information relating to any identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, namely the Data Subject, including, but not limited to:

2.11.1 Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;

The Centre will need to process race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birthdates of all *potential and actual employees* for security, employment and benefit related purposes.

The Centre will need to process race, gender, pregnancy, marital status, national, ethnic or social origin, colour, age, physical or mental health, well-being, disability, language and birthdates of all *potential and actual sole proprietors and individual service providers* who intend to or already provide products and services to The Centre for security, business and contractual related purposes.

The Centre will need to process race, gender, marital status, national, ethnic or social origin, colour, age, language and birthdates of all *potential and actual customers and consumers and/or beneficiaries*, who intend to or already use the Company's products and services for security, business, contractual and marketing and promotional related purposes.

The Centre will need to process race, gender, marital status, national, ethnic or social origin, colour, age, language and birthdates of *persons who ask* The Centre for information or for The Centre to reply to any query or request made by such person.

2.11.2 Information relating to the education or the medical, financial, criminal or employment history of the person;

The Centre will need to process information relating to the education, medical, financial, criminal and employment history of all *potential and actual employees* for security, employment and benefit related purposes.

The Centre will need to process information relating to the financial, criminal and employment history of all *potential and actual sole proprietors and individual service providers* who intend to or already provide products and services to The Centre for security, business and contractual related purposes, or who apply for any form of funding or assistance.

The Centre will need to process information relating to the financial and criminal history of all *potential and actual service providers who are legal entities*, who intend to or already provide products and services to The Centre for security, business and contractual related purposes.

2.11.3 Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other assignment to the person;

The Centre will need to process all Data Subjects' identity or registration numbers, email address, physical and postal address, telephone and contact numbers, location information, and other required identifiers relating to a Data Subject from time to time for security, employment, business, marketing, promotional and contractual related purposes, or in order for The Centre to attend to a person's request or enquiry for information, including any person or Data Subject who applies for funding or assistance of any kind.

2.11.4 The biometric information of the person;

The Centre may from time to time make use of a Data Subject's Biometrics for security access control, employment, contractual and related identification procedures.

2.11.5 The individual opinions, views or preferences of the person;

The Centre may from time to time make use of individual opinions, views or preferences of a Data Subject for business, sponsorship, funding, marketing, promotional, security, employment or contractual purposes.

2.11.6 Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

The Centre may from time to time make use of private or confidential correspondence received from a Data Subject for business, investigative and/or security purposes, as well as for employment or contractual purposes.

2.11.7 The views or opinions of another individual about the person;

The Centre may from time to time make use of views or opinions of another individual about the Data Subject for business, marketing, promotional, security, employment or contractual purposes.

2.11.8 The name of the person if it appears with other Personal Information relating to the person or if the disclosure of the name itself would reveal information about the person.

2.12 "processing" (with "process" having a corresponding meaning)

means any operation or activity or any set of operations, whether by automatic means or not, concerning Personal Information, including:

- The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- Dissemination by means of transmission, distribution or making available in any other form;
- Merging, linking, as well as restriction, degradation, erasure or destruction of information, and
- Sharing with, transfer and further processing, to and with such information.

2.13 "record"

means any recorded information, regardless of form or medium, including any of the following:

- Writing on any material;
- Information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
- Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
- Book, map, plan, graph or drawing;

- Photograph, film, negative, tape or other device in which one or more visual images are embodied to be capable, with or without the aid of some other equipment, of being reproduced:
 - in the possession or under the control of a Responsible Party;
 - whether it was created by a Responsible Party, and
 - regardless of when it came into existence;

The Centre and its Operators will from time to time process Personal Information relating to you/a Data Subject for business, marketing, promotional, investigative, security, employment and contractual purposes. All Personal Information processed by The Centre and its Operators will be set out on record.

2.14 "Responsible Party"

means AL NAKHLA MATERNITY CENTRE

2.15 "Special Personal Information"

includes any information relating to an individual's ethnicity, gender, religious or other beliefs, political opinions, membership of a trade union, sexual orientation, medical history, offences committed or alleged to have been committed by that individual, biometric details, and children's details.

The Centre and its Operators will from time to time process Special Personal Information relating to you / a Data Subject for business, security, employment and contractual purposes.

2.16 "Third-Party"

means any independent contractor, agent, consultant, sub-contractor or other representative of the Company.

3. Policy Purpose and Objectives

- 3.1 The purpose of this Policy is to inform Data Subjects about how The Centre processes their Personal Information.
- 3.2 The Company, in its capacity as Responsible Party and/or Operator, shall strive to observe, and comply with its obligations under POPIA as well as accepted information protection principles, practices and guidelines when it processes Personal Information from or in respect of a Data Subject.
- 3.3 This Policy applies to Personal Information collected by The Centre in connection with the goods and services which The Centre provides and offers. This includes information collected directly from you as a Data Subject, as well as information we collect indirectly through our service providers who collect your information on our behalf.
- 3.4 This Privacy Policy does not apply to the information practices of Third-Party companies who we may engage with in relation to our business operations (including, without limitation, their websites, platforms and/or applications) which we do not own or control; or individuals that The Centre does not manage or employ. These Third-Party sites may have their own privacy policies and terms and conditions and we encourage you to read them before using them.

4. Application and Scope

- 4.1 This Policy will apply to the processing of all and any Data Subject's Personal Information by the Company.
- 4.2 This Policy without exception will apply to The Centre and its subsidiary companies, including all employees thereof, including permanent, fixed term, and temporary staff, directors, executives and secondees.

5. Process of Collecting Personal Information

- 5.1 The Centre collects Personal Information directly from Data Subjects, unless an exception is applicable (such as, for example, where the Data Subject has made the Personal Information public or the Personal Information is contained in or derived from a public record).
- 5.2 The Centre will always collect Personal Information in a fair, lawful and reasonable manner to ensure that it protects the Data Subject's privacy and will Process the Personal Information based on legitimate grounds in a manner that does not adversely affect the Data Subject in question.

- 5.3 The Centre often collects Personal Information directly from the Data Subject and/or in some cases, from Third Parties. Where The Centre obtains Personal Information from Third Parties, The Centre will ensure that it obtains the consent of the Data Subject to do so or will only process the Personal Information without the Data Subject's consent where The Centre is permitted to do so in terms of clause 5.1 above.
- 5.4 An example of such Third Parties include: (i) our customers when The Centre handles Personal Information on their behalf; (ii) recruitment agencies; (iii) other companies providing services to the Company; and (iv) where The Centre makes use of publicly available sources of information.

6. Lawful processing of Personal Information

- 6.1 Where The Centre is the Responsible Party, it will only process a Data Subject's Personal Information (other than for Special Personal Information) where –
- 6.1.1 consent of the Data Subject (or a competent person, where the Data Subject is a Child) is obtained;
 - 6.1.2 Processing is necessary to carry out the actions for conclusion of a contract to which a Data Subject is party;
 - 6.1.3 Processing complies with an obligation imposed by law on the Company;
 - 6.1.4 Processing protects a legitimate interest of the Data Subject; and/or
 - 6.1.5 Processing is necessary for pursuing the legitimate interests of The Centre or of a third party to whom the information is supplied.
- 6.2 The Centre will only Process Personal Information where one of the legal bases referred to in paragraph 6.1 above are present.
- 6.3 Where required (i.e., where we are not relying on a legal ground listed in paragraph 6.1 above), The Centre will obtain the Data Subject's consent prior to collecting, and in any case prior to using or disclosing, the Personal Information for any purpose.
- 6.4 The Centre will make the manner and reason for which the Personal Information will be Processed clear to the Data Subject.

- 6.5 Where The Centre is relying on a Data Subject's consent as the legal basis for Processing Personal Information, the Data Subject may withdraw his/her/its consent or may object to the Company's processing of the Personal Information at any time. However, this will not affect the lawfulness of any processing carried out prior to the withdrawal of consent or any processing justified by any other legal ground provided under POPIA.
- 6.6 If the consent is withdrawn or if there is otherwise a justified objection against the use or the Processing of such Personal Information, The Centre will ensure that the Personal Information is no longer Processed.

7. Special Personal Information & Personal Information of Children

- 7.1 Special Personal Information is sensitive Personal Information of a Data Subject and The Centre acknowledges that it will generally not Process Special Personal Information unless –
- 7.1.1 Processing is carried out in accordance with the Data Subject's consent;
 - 7.1.2 Processing is necessary for the establishment, exercise or defence of a right or obligation in law;
 - 7.1.3 Processing is for historical, statistical or research purposes, subject to stipulated safeguards;
 - 7.1.4 information has deliberately been made public by the Data Subject; or
 - 7.1.5 specific authorisation applies in terms of POPIA.
- 7.2 The Centre acknowledges that it may not Process any Personal Information concerning a Child and will only do so where it has obtained the consent of the parent or guardian of that Child or where it is permitted to do so in accordance with applicable laws.

8. How Personal Information is Processed and Used

- 8.1 The Centre understands its obligation to make Data Subjects aware of the fact that it is processing their Personal Information and inform them of the purpose for which The Centre processes such Personal Information.
- 8.2 The Centre will only process a Data Subject's Personal Information for a specific, lawful and clear purpose (or for specific, lawful and clear purposes) and will ensure that it makes the Data Subject aware of such purpose(s), as far as possible where the purpose is not already listed under this policy.
- 8.3 It will ensure that there is a legal basis for the processing of any Personal Information. Further, The Centre will not process any Personal Information for any other purpose(s).
- 8.4 The Centre will generally use Personal Information for purposes required to operate and manage its normal business operations and these purposes include one or more of the following non-exhaustive purposes:
 - 8.4.1 for the purposes of providing its products or services to customers and where relevant, for purposes of doing appropriate customer onboarding and credit vetting;
 - 8.4.2 for purposes of onboarding suppliers as approved suppliers of the Company. For this purpose, The Centre will also process a supplier's Personal Information for purposes of performing credit checks, and this may include engaging third-party credit vetting agencies;
 - 8.4.3 for purposes of monitoring the use of the Company's electronic systems and online platforms by consumers. The Centre will, from time to time, engage third-party service providers (who will process the Data Subject's Personal Information on behalf of the Company) to facilitate this;
 - 8.4.4 for purposes of preventing, discovering and investigating violations of this Policy and other Company policies, and investigating fraud, or other related matters;
 - 8.4.5 in connection with the execution of payment processing functions, including payment of the Company's suppliers' invoices;
 - 8.4.6 to provide a service to The Centre customers in terms of relevant services agreements;
 - 8.4.7 for employment-related purposes such as recruiting staff, administering payroll, background checks, etc.;

- 8.4.8 in connection with internal audit purposes (i.e. ensuring that the appropriate internal controls are in place in order to mitigate the relevant risks, as well as to carry out any investigations where this is required);
- 8.4.9 in connection with external audit and/or verification purposes. For this purposes, The Centre engages external service providers and, in so doing, shares Personal Information of the Data Subjects with third parties;
- 8.4.10 to respond to any correspondence that customers and/or suppliers may send to the Company, including via email or by telephone;
- 8.4.11 to contact the Data Subject for direct marketing purposes subject to the provisions of section 11 below;
- 8.4.12 in order to address customer complaints in respect of the Company's products and services;
- 8.4.13 for research, statistical and reporting purposes;
- 8.4.14 for such other purposes to which the Data Subject may consent from time to time; and
- 8.4.15 for such other purposes as authorised in terms of applicable law, including to carry out and fulfil its obligations under applicable laws (including in particular, but not limited to, the Electronic Communications Act 2005).

9. Keeping Personal Information Accurate

- 9.1 The Centre will take reasonable steps to ensure that all Personal Information is kept as accurate, complete and up to date as reasonably possible depending on the purpose for which Personal Information is collected or further processed.
- 9.2 The Centre may not always expressly request the Data Subject to verify and update his/her/its Personal Information unless this process is specifically necessary.
- 9.3 While The Centre will always use its best endeavours to ensure that the Data Subject's Personal Information is reliable, it will be the Data Subject's responsibility to advise The Centre of any changes to the Data Subject's Personal Information, as and when these may occur.

10. Storage and Processing of Personal Information by the Company and Third-Party Providers

- 10.1 The Centre may store your Personal Information in hardcopy format and/or in electronic format using the Company's own secure on-site servers or other internally hosted technology. Your Personal Information may also be stored by Third Parties [or other group companies], via cloud services or other technology, with whom The Centre has contracted with, to support the Company's business operations.
- 10.2 The Company's Third-Party service providers, including data storage and processing providers, may from time to time also have access to a Data Subject's Personal Information in connection with purposes for which the Personal Information was initially collected to be Processed.
- 10.3 The Centre will ensure that such Third-Party service providers will process the Personal Information in accordance with the provisions of this Policy, all other relevant internal policies and procedures and POPIA.
- 10.4 These Third Parties do not use or have access to your Personal Information other than for purposes specified by us, and The Centre requires such parties to employ at least the same level of security that The Centre uses to protect your personal data.
- 10.5 Your Personal Information may be Processed in South Africa or another country where the Company, its affiliates and their Third-Party service providers maintain servers and facilities and The Centre will take steps, including by way of contracts, to ensure that it continues to be protected, regardless of its location, in a manner consistent with the standards of protection required under applicable law.

11. Personal Information for Direct Marketing Purposes

- 11.1 To the extent that The Centre carries out Direct Marketing, it shall strive to observe, and comply with its obligations under POPIA when implementing principles and practices in relation to Direct Marketing.
- 11.2 The Centre acknowledges that it may only use Personal Information to contact the Data Subject for purposes of Direct Marketing from time to time where it is permissible to do so.

- 11.3 It may use Personal Information to contact any Data Subject and/or market the Company's services directly to the Data Subject(s) if the Data Subject is one of the Company's existing clients, the Data Subject has requested to receive marketing material from The Centre or The Centre has the Data Subject's consent to market its services directly to the Data Subject.
- 11.4 If the Data Subject is an existing client, The Centre will only use his/her/its Personal Information if it has obtained the Personal Information through the provision of a service to the Data Subject and only in relation to similar services to the ones The Centre previously provided to the Data Subject.
- 11.5 The Centre will ensure that a reasonable opportunity is given to the Data Subject to object to the use of their Personal Information for the Company's marketing purposes when collecting the Personal Information and on the occasion of each communication to the Data Subject for purposes of Direct Marketing.
- 11.6 The Centre will not use your Personal Information to send you marketing materials if you have requested not to receive them. If you request that we stop processing your Personal Information for marketing purposes, The Centre shall do so. We encourage that such requests to opt-out of marketing be made via forms and links provided for that purpose in the marketing materials sent to you.

12. Retention of Personal Information

- 12.1 The Centre may keep records of the Personal Information it has collected, correspondence, or comments in an electronic or hardcopy file format.
- 12.2 In terms of POPIA, The Centre may not retain Personal Information for a period longer than is necessary to achieve the purpose for which it was collected or processed and is required to delete, destroy (in such a way that it cannot be reconstructed) or de-identify the information as soon as is reasonably practicable once the purpose has been achieved. This prohibition will not apply in the following circumstances:
- 12.2.1 where the retention of the record is required or authorised by law;
 - 12.2.2 The Centre requires the record to fulfil its lawful functions or activities;
 - 12.2.3 retention of the record is required by a contract between the parties thereto;
 - 12.2.4 the data subject (or competent person, where the data subject is a child) has consented to such longer retention; or

- 12.2.5 the record is retained for historical, research or statistical purposes provided safeguards are put in place to prevent use for any other purpose.
- 12.3 Accordingly, The Centre will, subject to the exceptions noted in this Policy, retain Personal Information for as long as necessary to fulfil the purposes for which that Personal Information was collected and/or as permitted or required by applicable law.
- 12.4 Where The Centre retains Personal Information for longer periods for statistical, historical or research purposes, The Centre will ensure that appropriate safeguards have been put in place to ensure that all recorded Personal Information will continue to be Processed in accordance with this Policy and applicable laws.
- 12.5 Once the purpose for which the Personal Information was initially collected and Processed no longer applies or becomes obsolete, The Centre will ensure that the Personal Information is deleted, destroyed or de-identified sufficiently so that a person cannot re-identify such Personal Information. In instances where we de-identify your Personal Information, The Centre may use such de-identified information indefinitely.

13. Failure to provide Personal Information

- 13.1 Should The Centre need to collect Personal Information by law or under the terms of a contract that it may have with you and you fail to provide the personal data when requested, we may be unable to perform the contract we have or are attempting to enter into with you.
- 13.2 In such a case, The Centre may have to decline to provide or receive the relevant services, and you will be notified where this is the case.

14. Safe keeping of Personal Information

- 14.1 The Centre shall preserve the security of Personal Information and, in particular, prevent its alteration, loss and damage, or access by non-authorised third parties.
- 14.2 The Centre will ensure the security and integrity of Personal Information in its possession or under its control with appropriate, reasonable technical and organisational measures to prevent loss, unlawful access and unauthorised destruction of Personal Information.

14.3 The Centre has implemented physical, organisational, contractual and technological security measures (having regard to generally accepted information security practices or industry specific requirements or professional rules) to keep all Personal Information secure, including measures protecting any Personal Information from loss or theft, and unauthorised access, disclosure, copying, use or modification. Further, The Centre maintains and regularly verifies that the security measures are effective and regularly updates same in response to new risks.

15. Breaches of Personal Information

15.1 A Data Breach refers to any incident in terms of which reasonable grounds exist to believe that the Personal Information of a Data Subject has been accessed or acquired by any unauthorised person.

15.2 A Data Breach can happen for many reasons, which include: (a) loss or theft of data or equipment on which Personal Information is stored; (b) inappropriate access controls allowing unauthorised use; (c) equipment failure; (d) human error; (e) unforeseen circumstances, such as a fire or flood; (f) deliberate attacks on systems, such as hacking, viruses or phishing scams; and/or (g) alteration of Personal Information without permission and loss of availability of Personal Information.

15.3 The Centre will address any Data Breach in accordance with the terms of POPIA.

15.4 The Centre will notify the Regulator and the affected Data Subject (unless the applicable law requires that we delay notification to the Data Subject) in writing in the event of a Data Breach (or a reasonable belief of a Data Breach) in respect of that Data Subject's Personal Information.

15.5 The Centre will provide such notification as soon as reasonably possible after it has become aware of any Data Breach in respect of such Data Subject's Personal Information.

16. Provision of Personal Information to Third-Party service providers

16.1 The Centre may disclose Personal Information to Third Parties and will enter into written agreements with such Third Parties to ensure that they Process any Personal Information in accordance with the provisions of this Policy, and POPIA.

- 16.2 The Centre notes that such Third Parties may assist The Centre with the purposes listed in paragraph 8.4 above – for example, service providers may be used, *inter alia*,
- 16.2.1 for data storage;
 - 16.2.2 to assist The Centre with auditing processes (external auditors); and/or
 - 16.2.3 to notify the Data Subjects of any pertinent information concerning the Company.
- 16.3 The Centre will disclose Personal Information with the consent of the Data Subject or if The Centre is permitted to do so without such consent in accordance with applicable laws.
- 16.4 Further, The Centre may also send Personal Information to a foreign jurisdiction outside of the Republic of South Africa, including for processing and storage by Third Parties or other group companies.
- 16.5 When Personal Information is transferred to a jurisdiction outside of the Republic of South Africa including to any group companies located outside of the South Africa, The Centre will obtain the necessary consent to transfer the Personal Information to such foreign jurisdiction or may transfer the Personal Information where The Centre is permitted to do so in accordance with the provisions applicable to cross-border flows of Personal Information under POPIA.
- 16.6 The Data Subject should also take note that the processing of Personal Information in a foreign jurisdiction may be subject to the laws of the country in which the Personal Information is held, and may be subject to disclosure to the governments, courts of law, enforcement or regulatory agencies of such other country, pursuant to the laws of such country.

17. Use of website cookies

- 17.1 Our Website uses cookies, which are small text files sent by a web server to store on a web browser. They are used to ensure websites function properly, store user preferences when needed and collect anonymous statistics on website usage.
- 17.2 Please refer to our [Cookies Policy](#) for more information on our use of cookies.

17.3 You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of the Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to the Website. If you accept a “cookie” or fail to deny the use of “cookies”, you agree that we may use your personal information collected using “cookies” (subject to the provisions of this Policy). Where you either reject or decline cookies, you are informed that you may not be able to fully experience the interactive features of the Website.

18. Rights of Data Subject

18.1 POPIA read with the relevant provisions of the Promotion of Access to Information Act, No. 2 of 2000 ("**PAIA**") confers certain access rights on Data Subjects. The the Company’s PAIA Manual can be found on our website: [PAIA Manual](#). These rights include:

18.1.1 **a right of access:** a Data Subject having provided adequate proof of identity has the right to: (i) request a Responsible Party to confirm whether any Personal Information is held about the Data Subject; and/or (ii) request from a Responsible Party a description of the Personal Information held by the Responsible Party including information about Third Parties who have or have had access to the Personal Information. A Data Subject may request:

- The Centre to confirm, free of charge, whether it holds any Personal Information about him/her/it; and
- to obtain from The Centre the record or description of Personal Information concerning him/her/it and any information regarding the recipients or categories of recipients who have or had access to the Personal Information. Such record or description is to be provided: (a) within a reasonable time; and (b) in a reasonable manner and format and in a form that is generally understandable.

18.1.2 **a right to request correction or deletion:** a Data Subject may also request The Centre to –

- correct or delete Personal Information about the Data Subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or

- destroy or delete a record of Personal Information about the Data Subject that The Centre is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.

On receipt of such a request, The Centre is required to, as soon as is reasonably practicable –

- correct the information;
- delete or destroy the information;
- provide the Data Subject with evidence in support of the information;
or
- where the Data Subject and Responsible Party cannot reach agreement on the request and if the Data Subject requests this, The Centre will take reasonable steps to attach to the information an indication that correction has been requested but has not been made;

18.1.3 ***a right to withdraw consent and to object to processing:*** a Data Subject that has previously consented to the Processing of his/her/its Personal Information has the right to withdraw such consent and may do so by providing The Centre with notice to such effect at the address set out in paragraph 22. Further, a Data Subject may object, on reasonable grounds, to the Processing of Personal Information relating to him/her/it.

18.2 Accordingly, The Centre may request the Data Subject to provide sufficient identification to permit access to, or provide information regarding the existence, use or disclosure of the Data Subject's Personal Information. Any such identifying information shall only be used for the purpose of facilitating access to or information regarding the Personal Information.

18.3 The Data Subject can request in writing to review any Personal Information about the Data Subject that The Centre holds including Personal Information that The Centre has collected, utilised or disclosed.

18.4 The Centre shall respond to these requests in accordance with POPIA and PAIA and provide the Data Subject with any such Personal Information to the extent required by law and any of the Company's policies and procedures which apply in terms of the PAIA.

18.5 The Data Subject can challenge the accuracy or completeness of his/her/its Personal Information in the Company's records at any time in accordance with the process set out in the PAIA Manual for accessing information.

18.6 If a Data Subject successfully demonstrates that their Personal Information the Company's records is inaccurate or incomplete, The Centre will ensure that such Personal Information is amended or deleted as required (including by any Third Parties).

19. Time Periods

19.1 The Centre will respond to each written request of a Data Subject not later than 30 days after receipt of such requests. Under certain circumstances, The Centre may, however, extend the original period of 30 days once for a further period of not more than 30 days.

19.2 A Data Subject has the right to make a complaint to The Centre in respect of this time limit by contacting The Centre using the contact details provided in paragraph 22 below.

20. Costs of Access to Personal Information

The prescribed fees to be paid for copies of the Data Subject's Personal Information are listed the PAIA Manual.

21. Changes to this Policy

21.1 The Centre reserves the right to make amendments to this Policy from time to time and will use reasonable efforts to notify Data Subjects of such amendments.

21.2 The current version of this Policy will govern the respective rights and obligations between you and The Centre each time that you access and use our site.

22. Contacting us

22.1 All comments, questions, concerns or complaints regarding your Personal Information or this Policy, should be forwarded to us as

follows: Phone No: **041 001 1785**

Address: **1 Dahlia Rd, Gqeberha, Eastern Cape**

Postal: 1 Dahlia Rd, Gqeberha, Eastern Cape, South Africa

Information Officer: **info@alnakhla.co.za**

22.2 If a Data Subject is unsatisfied with the manner in which The Centre addresses any complaint with regard to the Company's Processing of Personal Information, the Data Subject can contact the office of the Regulator, the details of which are set out below:

Website: <https://justice.gov.za/inforeg/>

Tel: 012 406 4818

Fax: 086 500 3351

Email: **inforeg@justice.gov.za**

Sources:

This manual is based on guidelines provided by the Protection of Personal Information Act (POPIA), relevant legal provisions, and best practices in data protection.

Legal Disclaimer:

This Privacy Policy Manual is for informational purposes only and does not constitute legal advice. The Centre accepts no liability for any inaccuracies or omissions in this manual. It is the responsibility of users to ensure compliance with all relevant legislation and regulations.
