



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

The City of Cape Town ("CCT")

PRIVACY NOTICE

Last updated: March 2022

Responsible Director:	Riaana Sayed
Version Number:	1
Document Status:	Draft
Next review date:	March 2023

APPROVAL

YES / NO

COMMENT

LUNGELO MBANDAZAYO
CITY MANAGER

DATE:

The City of Cape Town ("CCT")

PRIVACY NOTICE

THIS CCT PRIVACY NOTICE ("PRIVACY NOTICE") APPLIES TO HOW WE COLLECT, USE AND PROCESS YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION. PLEASE READ THIS PRIVACY NOTICE CAREFULLY.

All of the provisions of this Privacy Notice are important, but please pay special attention to the parts that are in bold writing. These parts contain information about provisions that have special consequences for you. These parts are only intended to bring such provisions to your attention, and, where necessary, to explain their fact, nature and effect. Where explanations are given, they may be contained in a box. Such boxed explanations are aids to understanding only and are not provisions themselves. They do not limit the meaning or application of the provisions, and do not apply only to the situations and examples described in the boxes or only to similar situations or examples.

1. SCOPE OF THIS PRIVACY NOTICE

1.1 Introduction and scope

1.1.1 CCT or "**we**" or "**us**" or "**our**" means the City of Cape Town, a municipality established by the City of Cape Town Establishment Notice No. 479 of 22 September 2000, issued in terms of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998), or any structure or employee of the CCT acting in terms of delegated authority with its registered address at Civic Centre, 12 Hertzog Boulevard, Cape Town, 8001. CCT is the responsible party (or data controller, in some jurisdictions) in respect of your Personal Information (as defined in clause 3.1 below) and Special Personal Information (as defined in clause 1.2.2 below).

1.1.2 CCT is committed to protecting and respecting your privacy. We strive to ensure that our use of your Personal Information and Special Personal Information is lawful, reasonable, and relevant to our activities, with the ultimate goal of improving our products and services and your experience.

1.1.3 We have appointed an Information Officer who is responsible for overseeing questions in relation to this Privacy Notice. You may contact our Information Officer at Popia@capetown.gov.za to discuss this Privacy Notice or your rights under data protection laws that are applicable to you.

1.1.4 This Privacy Notice describes how we will treat your Personal Information and Special Personal Information, whether provided by you to us, or collected by us through other means in your ordinary use of our products and services, which includes access to any website administered by us ("**the Website**").

1.1.5 This Privacy Notice must be read together with the Website terms of use accessible at <https://www.capetown.gov.za/General/Terms-of-use> (the "**Terms**") and any other documents, policies, consents, agreements, or terms between CCT and you (the "**Agreements**") that describe the manner in which we, in specific circumstances, collect or process Personal information and/or Special Personal Information about you. This Privacy Notice will enable you to understand the manner in which CCT will process your Personal Information and Special Personal Information. This Privacy Notice supplements the Terms and Agreements, but does not supersede them and in the event of any conflict, ambiguity or inconsistency between this Privacy Notice, the Terms and/or the Agreements the documents shall be construed in the following order of priority:

1.1.5.1 the Agreements;

1.1.5.2 the Terms; and

1.1.5.3 this Privacy Notice.

1.2 **Your consent to the processing of your Personal Information and Special Personal Information**

1.2.1 **By agreeing to this Privacy Notice, you provide us with your express permission** and agreement to collect, get, receive, record, organise, collate, store, update, change, retrieve, read, process, consult, use and share your Personal Information in the manner set out in this Privacy Notice. When we do one or more of these actions with your Personal Information, we are "**processing**" your Personal Information (and "**process**" has a corresponding meaning).

1.2.2 We hereby notify you that when accessing and/or using any of our services, including our Website, we will also be collecting certain special personal information about you. "**Special Personal Information**" refers to details about your religious and philosophical beliefs, race, ethnic origin, trade union membership, political persuasion, health, sex life, biometric information and information about your criminal offences or convictions.

1.2.3 **By agreeing to this Privacy Notice, you also provide us with your express permission** and agreement to process your Special Personal Information.

1.2.4 **If you do not agree with this Privacy Notice, or you are concerned about any aspect as it relates to your Personal Information and/or your Special Personal Information, you may contact our Information Officer at Popia@capetown.gov.za to discuss any of your concerns relating to this Privacy Notice.**

Please note that, if you do not share your Personal Information and your Special Personal Information with us it may inhibit our ability to provide access to our services and to enjoy

all the features and functionalities of our Website where applicable, including certain content, products and/or services.

- 1.2.5 We may, where permitted or required to do so by applicable law, process your Personal Information and your Special Personal Information without your knowledge or permission, and will do so in accordance with the further provisions of this Privacy Notice.

2. WHAT DOES THIS PRIVACY NOTICE APPLY TO?

- 2.1 This Privacy Notice applies to the processing by us or on our behalf, and our successors-in-title, of the Personal Information and Special Personal Information relating to you, being a user who accesses and/or uses our services and our Website, or a provider of products and services to us, clients, suppliers, former employees, prospective employees, current employees and other data subjects who engage with us. This Privacy Notice applies regardless of the manner which you use to access our services and/or our Website or to engage with us, where a device is used to access our services or Website, this notice applies regardless of the device which you use, which device is capable of using, or enabled to use our Website including, but not limited to, internet-connected mobile devices and tablets ("**Access Device**").

- 2.2 This Privacy Notice does not apply to the processing of Personal Information and/or Special Personal Information by other third parties relating to, or by means of, other parties' websites, products or services, such as websites linked to, from or advertised on the Website, or through our products and services, or sites which link to or advertise the Website.

3. WHAT IS PERSONAL INFORMATION?

- 3.1 "**Personal Information**" refers to information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

- 3.1.1 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;

- 3.1.2 information relating to the education or the medical, financial, criminal or employment history of the person;

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

- 3.1.4 the biometric information of the person;

- 3.1.5 the personal opinions, views or preferences of the person;

- 3.1.6 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;
- 3.1.7 the views or opinions of another individual about the person; and
- 3.1.8 the name of a 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;
- 3.2 Personal Information does not include information that does not identify you (including in instances where that information has been anonymised). The Personal Information that we collect about you may differ on the basis of the products and services that you receive from CCT.
- 3.3 We may process various types of Personal Information about you, as follows:
- 3.3.1 **Identity Information** which includes, but is not limited to, information concerning your name, username or similar identifier, marital status, title, date of birth, gender, race and legal status, as well as copies of your identity documents, photographs, identity number, registration number, your qualifications, and your job title;
- 3.3.2 **Contact Information**, which includes, but is not limited to, your billing addresses, delivery addresses, e-mail addresses and telephone numbers;
- 3.3.3 **Financial Information**, which includes, but is not limited to, bank account and payment card details, insurance information, financial statements, tax clearance certificates and VAT registration numbers;
- 3.3.4 **Transaction Information** which includes, but is not limited to, details about consumption of services, payments made to or received from you and company information, which may consist of financial activity;
- 3.3.5 **Technical Information**, which includes your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access the Website or to use our products and services or engage with us;
- 3.3.6 **Profile Information**, which includes your username and password, purchases or orders made by you, your interests, preference, feedback and survey responses;
- 3.3.7 **Usage Information**, which includes information as to your access to and use of the Website, such as what links you went to, what content you accessed, the amount of content viewed and the order of that content, as well as the amount of time spent on the specific content and what products and services you access on the Website or are provided by CCT;

3.3.8 **Location Information**, which includes geographical information from your Access Device (which is usually based on the GPS or IP location); and

3.3.9 **Marketing and Communications Information**, which includes your preferences in respect of receiving marketing information from us and our third parties, and your communication preferences.

3.4 CCT may also process, collect, store and/or use aggregated data, which may include historical or statistical data ("**Aggregated Data**") for any purpose. Aggregated Data may be derived from your Personal Information but is not considered Personal Information, as this data does **not** directly or indirectly reveal your identity. However, if we combine or connect Aggregated Data with your Personal Information in a manner that has the result that it can directly or indirectly identify you, we will treat the combined data as Personal Information, which will be managed in accordance with this Privacy Notice.

4. **HOW WE COLLECT YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION**

4.1 **We collect your Personal Information and Special Personal Information in four ways, namely:**

4.1.1 through direct or active interactions with you;

4.1.2 through automated or passive interactions with you;

4.1.3 from third parties and public sources; and

4.1.4 Closed Circuit Television ("**CCTV**").

4.2 **Direct or active collection from you**

4.2.1 We may require that you submit certain information:

4.2.1.1 for the sale and/or supply of our products and services;

4.2.1.2 to improve our products and/or services;

4.2.1.3 to market products and/or services;

4.2.1.4 to comply with statutory obligations, including but not limited to the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000);

4.2.1.5 for internal record keeping;

4.2.1.6 for customer relations purposes;

4.2.1.7 to conduct research;

- 4.2.1.8 for security, administrative and legal purposes;
- 4.2.1.9 to fulfil our contractual obligations;
- 4.2.1.10 to enable you to facilitate the conclusion of an agreement with us;
- 4.2.1.11 for the planning of services;
- 4.2.1.12 for current and/or future service delivery; and
- 4.2.1.13 to periodically send you news updates or other information that may serve your legitimate interests.

4.2.2 We also collect Personal Information and Special Personal Information directly from you when you communicate directly with us, for example via e-mail, telephone calls, feedback forms, site comments or forums.

4.2.3 If you contact us, we reserve the right to retain a record of that correspondence, which may include Personal Information and Special Personal Information.

4.2.4 The Personal Information and Special Personal Information that we actively collect from you may include any of the Personal Information listed in clause 3.1 of this Privacy Notice and/or any of the Special Personal Information listed in clause 1.2.2 of this Privacy Notice.

4.3 **Passive collection from your Access Device**

4.3.1 We may passively collect certain of your Personal Information and Special Personal Information from the Access Device that you use to access and navigate the Website, by way of various technological applications, for instance, using server logs to collect and maintain log information.

4.3.2 We also use cookies and anonymous identifiers which enable our computer system to recognise you when you next visit the Website to distinguish you from other users and to improve our service to you, and which can be used to enhance the content of the Website and make it more user-friendly, as well as to give you a more personalised experience.

4.3.3 A cookie is a small piece of data (an alphanumeric identifier) which our computer system transfers to your Access Device through your web browser when you visit the Website and which is stored in your web browser. When you visit the Website again, the cookie allows the site to recognise your browser. Cookies may store user preferences and other information.

4.3.4 You may disable the use of cookies by configuring your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do so, you may not be able to enjoy all of the features and functionality of the Website.

4.3.5 The Personal Information and Special Personal Information that we passively collect from your Access Device may include your Identity Information, your Contact Information, your Technical Information, your Profile Information, your Usage Information, your Location Information and your Marketing and Communications Information, or any other Personal Information and Special Personal Information which you permit us, from time to time, to passively collect from your Access Device.

4.4 **Personal Information and Special Personal Information collected from third parties and public sources**

4.4.1 CCT receives Personal Information and Special Personal Information about you from various third parties and public sources including, but not limited to:

- 4.4.1.1 third party service providers;
- 4.4.1.2 Google and other similar search engines;
- 4.4.1.3 advertising networks;
- 4.4.1.4 search information providers; and/or
- 4.4.1.5 other data subjects who use our products or services, or access the Website and disclose Personal Information or Special Personal Information about you.

4.5 **CCTV**

CCT collects Personal Information and Special Personal Information about you through CCTV cameras installed at CCT premises for safety and security reasons and when undertaking routine aerial photography of properties for purposes such as land surveying.

5. **HOW WE USE YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION**

5.1 We use the Personal Information and Special Personal Information we collect from you to facilitate the provision of our services and products including the use of our Website.

5.2 We may also use your Personal Information and Special Personal Information:

- 5.2.1 to retain and make information available to you;
- 5.2.2 to create your user account and ensure that it does not duplicate an existing user account on the Website and allow use of the Website;
- 5.2.3 to maintain and update the databases of our constituent, or members of the public;

- 5.2.4 to establish and verify your identity;
- 5.2.5 operate, administer, secure and develop our Website and the performance and functionality of the Website;
- 5.2.6 to detect, prevent or manage actual or alleged fraud, security breaches or the abuse, misuse or unauthorised use of the Website and/or contraventions of this Privacy Notice and/or the Terms and/or the Agreements;
- 5.2.7 to inform you about any changes to our products and services, this Privacy Notice or other changes that are relevant to you;
- 5.2.8 to conduct market research surveys, product and services research and development and academic and internal research;
- 5.2.9 to offer you information and content which is more appropriately tailored for you as far as reasonably possible;
- 5.2.10 to provide you with the latest information about our services, provided that you have agreed to receive such information;
- 5.2.11 for security, administrative and legal purposes;
- 5.2.12 for customer relations purposes;
- 5.2.13 to communicate with you and retain a record of our communications with you and your communications with us;
- 5.2.14 to fulfil any contractual or statutory obligations that we may have to you or any third party;
- 5.2.15 subject to clauses 4.3.2 to 4.3.4, to provide you with online personalised services and targeted advertising, including through the use of cookies;
- 5.2.16 to analyse and compare the types of Access Devices that you and other users make use of and your physical location;
- 5.2.17 to conduct recruitment and hiring processes;
- 5.2.18 to provide healthcare services;
- 5.2.19 to give effect to laws and other measures designed to protect or advance persons, or categories of persons, disadvantaged by unfair discrimination;

5.2.20 to enable CCT to process the approvals for any applications for licences (and/or the renewals of such licences) made by data subjects in accordance with the relevant applicable laws; and

5.2.21 for other activities and/or purposes which are lawful, reasonable and adequate, relevant and not excessive in relation to the provision of our services and/or the use of our Website, our activities or such other purpose for which it was collected.

5.3 If required by to applicable law, CCT will endeavour to obtain your permission before collecting or using your Personal Information and/or Special Personal Information for any other purpose.

6. **COMPULSORY PERSONAL INFORMATION AND CONSEQUENCES OF NOT SHARING WITH US**

6.1 Only the following information is compulsory Personal Information:

6.1.1 your name and surname;

6.1.2 your identity number or passport number; and

6.1.3 your contact details, such as your email address and/or your telephone number.

6.2 Depending on the nature of your engagement or relationship with us, other types of Personal Information may be necessary, including:

6.2.1 financial information (including bank account details, tax information);

6.2.2 names, registration numbers and/or unique identifiers as contained in documents issued by the Companies and Intellectual Property Commission, the South African Revenue Service and/or any other relevant regulatory body; and

6.2.3 information which may be necessary to ensure our compliance with applicable legislation.

6.3 All other Personal Information is optional. If you do not agree to share the above-mentioned compulsory Personal Information with us, then you will not be able to make full use of our services and the features that are offered to users, including products and services which are available on our Website. If you do not agree to share your optional information with us, then you might not be able to enjoy all of the features and functionality on our Website, including certain content and products and services.

7. **SHARING OF YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION**

7.1 We will not intentionally disclose your Personal Information and Special Personal Information, whether for commercial gain or otherwise, other than with your permission, or as permitted by applicable law or in the manner as set out in this Privacy Notice.

- 7.2 You agree and give permission for us to share your Personal Information and Special Personal Information under the following circumstances:
- 7.2.1 with our agents, advisers, research partners, service providers, consultants and suppliers who have agreed to be bound by this Privacy Notice or similar terms, which offer the same level as protection as this Privacy Notice;
 - 7.2.2 with our employees, suppliers, service providers, contractors, consultants and agents if and to the extent that they require such Personal Information and Special Personal Information in order to process it for us and/or in the provision of services for or to us, which include research, hosting, development and administration, technical support and other support services relating to the Website or the operation of CCT's activities. We will authorise any Personal Information and Special Personal Information processing done by a third party on our behalf, amongst other things by entering into written agreements with those third parties governing our relationship with them and containing confidentiality and non-disclosure provisions. Such persons may be disciplined, their contracts terminated or other appropriate action taken if they fail to meet their obligations;
 - 7.2.3 to enable us to enforce or apply our Terms and/or any Agreement you may have with us;
 - 7.2.4 to protect our rights, property or safety or that of members of the public, employees, contractors, suppliers, service providers, agents and any other third party;
 - 7.2.5 to mitigate any actual or reasonably perceived risk to us, members of the public, employees, contractors, agents or any other third party;
 - 7.2.6 with governmental agencies and other regulatory or self-regulatory bodies, if required to do so by law or we reasonably believe that such action is necessary to:
 - 7.2.6.1 comply with the law or with any legal process;
 - 7.2.6.2 protect and defend the rights, property or safety of CCT, or members of the public, employees, contractors, suppliers, service providers, agents or any third party;
 - 7.2.6.3 detect, prevent or manage actual or alleged fraud, security breaches, technical issues, or the abuse, misuse or unauthorised use of the Website and/or contraventions of this Privacy Notice; and/or
 - 7.2.6.4 protect the rights, property or safety of members of the public (if you provide false or deceptive information or misrepresent yourself, we may

proactively disclose such information to the appropriate regulatory bodies and/or commercial entities).

7.3 We will get your permission before disclosing your Personal Information and/or Special Personal Information to any third party for any other purpose, if we are required by law to do so.

8. **STORAGE AND TRANSFER OF YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION**

8.1 We store your Personal Information and Special Personal Information on:

8.1.1 our premises and/or the premises of our third party service providers, in the form of hard copies;

8.1.2 our servers; or

8.1.3 on the servers of our third party service providers, such as IT systems or hosting service providers. In this event, we will ensure that we have entered into written agreements with those third party service providers governing our relationship with them that require them to secure the integrity and confidentiality of Personal Information and Special Personal Information in its possession by taking appropriate, reasonable technical and organisational measures.

8.2 From time to time, CCT and its service providers may need to transfer and/or store your Personal Information and Special Personal Information on servers in a jurisdiction other than where it was collected (i.e. outside of South Africa) and we hereby notify you that such jurisdiction may not have comparable data protection legislation.

8.3 If the location to which Personal Information and Special Personal Information is transferred and/or is stored does not have substantially similar laws to those of South Africa, which provide for the protection of Personal Information and Special Personal Information, we will take reasonably practicable steps, including the imposition of appropriate contractual terms to ensure that your Personal Information and Special Personal Information is adequately protected in that jurisdiction.

8.4 Please contact us if you require further information as to the specific mechanisms used by us when transferring your Personal Information and Special Personal Information outside of South Africa or to a jurisdiction that is different to the one in which we collected your Personal Information and Special Personal Information.

9. **SECURITY**

9.1 We take reasonable technical and organisational measures to secure the integrity of your Personal Information and Special Personal Information and using accepted technological standards to prevent

unauthorised access to or disclosure of your Personal Information and Special Personal Information, and protect your Personal Information and Special Personal Information from misuse, loss, alteration and destruction. These measures include, amongst others, the use of firewalls, backups, anti-malware on all Windows devices, IT Service Continuity, authentication procedures and the Cyber Security Awareness program. We also have internal data protection policies and guidelines that help us protect and secure the integrity of your Personal Information and Special Personal Information.

9.2 We review our information collection, storage and processing practices, including physical security measures periodically, to ensure that we keep abreast of good practice.

9.3 We also create a back-up of your information for operational and safety purposes.

9.4 **Despite the above measures being taken when processing Personal Information and Special Personal Information, we do not guarantee that your Personal Information and Special Personal Information is 100% secure. Subject to the provisions of this clause 9.4, as far as the law allows, we will not be liable for any loss, claim and/or damage arising from any unauthorised access, disclosure, misuse, loss, alteration or destruction of your Personal Information and/or Special Personal Information.**

9.5 CCT has implemented procedures, including CCT's Data Breach Management Standard Operating Procedures, to address actual and suspected data breaches and will notify you and the relevant regulatory authorities of breaches in instances in which CCT is legally required to do so.

10. **RETENTION OF YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION**

10.1 We may keep your Personal Information and Special Personal Information for as long as you continue to use/access our services or for as long as reasonably necessary or until you contact us and ask us to destroy it, subject to applicable law.

10.2 Notwithstanding clause 10.1 above and any other clause in this Privacy Notice, we may retain and process some or all of your Personal Information and Special Personal Information if and for as long as:

10.2.1 we are required or permitted by law, a code of conduct or a contract with you to do so;

10.2.2 we reasonably need it for lawful purposes related to the performance of our functions and activities as a public body;

10.2.3 we reasonably require it for evidentiary purposes; or

10.2.4 you agree to us retaining it for a specified further period.

11. MAINTENANCE OF YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION

11.1 Where required by law, CCT will take reasonable steps to ensure that your Personal Information and Special Personal Information is accurate, complete, not misleading and up to date.

11.2 We also acknowledge that you may have rights of access to, and the right to rectify, your Personal Information and Special Personal Information, and rights to object to the processing of your Personal Information and Special Personal Information in certain circumstances (clause 12 below contains further information about these rights).

11.3 You must let us know if any of the Personal Information and/or Special Personal Information that we have about you is incorrect, incomplete, misleading or out of date, by notifying us at the contact details set out in clause 1.1.3 above. If you have already registered for products and services or to use the Website in some other way, you can at a later stage modify some of the Personal Information and Special Personal Information that you have included in your profile by submitting the form annexed hereto as Annexe A to the Information Officer at Popia@capetown.gov.za.

11.4 Where required by law, we will take reasonable steps to correct or update your Personal Information and Special Personal Information accordingly, having regard to the purpose for which such Personal Information and Special Personal Information was collected or used.

12. HOW TO PROTECT YOUR PERSONAL INFORMATION AND SPECIAL PERSONAL INFORMATION

12.1 Data protection laws may confer certain rights on you in respect of your Personal Information and Special Personal Information. We aim to be clear about what Personal Information and Special Personal Information we collect so that you can make meaningful choices about what Personal Information and Special Personal Information you make available to us. You may, for example:

12.1.1 **request access to your Personal Information and Special Personal Information** (commonly known as a “data subject access request”), which indicates what Personal Information and Special Personal Information we have about you;

12.1.2 **request the correction of your Personal Information and Special Personal Information**, in order to ensure that any incomplete or inaccurate Personal Information and Special Personal Information is corrected;

12.1.3 **request erasure of your Personal Information and Special Personal Information**, where there is no lawful basis for the retention or continued processing of it;

12.1.4 **object to the processing of your Personal Information and Special Personal Information for a legitimate interest (or those of a third party) and there is something about your particular**

situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms;

12.1.5 **request restriction of processing of your Personal Information and Special Personal Information.** This enables you to ask CCT to suspend the processing of your Personal Information and Special Personal Information in limited circumstances;

12.1.6 **withdraw permission which you previously gave to the processing of your Personal Information and Special Personal Information at any time.** This withdrawal of permission will not affect the lawfulness of any processing which was carried out before your notice of withdrawal. Withdrawal of permission may limit our ability to provide certain products and services to you or the ability of a third party to provide certain products or services to you, but will not affect the continued processing of your Personal Information and Special Personal Information in instances in which your permission is not required; or

12.1.1 **when using our Website, block all cookies, by setting your browser to do so, including cookies associated with our products and services or to indicate when a cookie is being sent by us;**

12.1.2 **lodge a complaint with the South African Information Regulator by accessing their website at <https://www.justice.gov.za/inforeg/contact.html>** should you feel that your rights in respect of your personal information and/or special personal information have been infringed.

12.2 As far as the law allows, we may charge a fee for attending to any of the above requests, and may also refuse to carry out any of your requests in whole or in part.

13. **CHANGES TO THIS PRIVACY NOTICE**

To the extent allowed by the law, this Privacy Notice may be amended and updated from time to time in our sole discretion, without notice, provided that if we do so, we will post the revised notice on the Website and we will take reasonably practicable steps to inform you of the updated Privacy Notice. Accordingly, please check this Privacy Notice for changes periodically. If you continue to access or use our services and our Website after amendments are made to the Privacy Notice and displayed on our Website, you will be deemed to have accepted the updated Privacy Notice.

14. **CHILDREN**

CCT's services and our Website are targeted at people over and under the age of 18. If you are under the age of 18, **you will not be allowed to use our Website without the permission of your parent or legal guardian. By using our Website, you confirm that your parent or legal guardian has provided you with their express permission. IF YOU DO NOT HAVE PERMISSION FROM YOUR PARENT OR LEGAL GUARDIAN, PLEASE IMMEDIATELY STOP USING OUR WEBSITE.**

15. **THIRD PARTY SITES**

15.1 This Privacy Notice does not apply to the services of any other parties, or the applications, products or services such websites advertisements which may be linked to our Website, or websites that link to or advertise on our Website.

15.2 **To the extent allowed by law, we are not responsible for the privacy practices of such third party websites, or for any claims, loss or damage arising from these.**

15.3 We advise you to read the privacy policy and/or notice of each third party website and decide whether you agree to their privacy practices and policies, as these third party websites may also be collecting or sharing your Personal Information and Special Personal Information.

We are not liable if you suffer losses or damages when visiting third party websites by following a link to that website from this Website. You accept that there may be risks when you use such third party websites, and you do so at your own risk.

16. **CONSUMER PROTECTION ACT, PROTECTION OF PERSONAL INFORMATION ACT AND OTHER LAWS**

16.1 If this Privacy Notice or any provision in this Privacy Notice is regulated by or subject to the Consumer Protection Act, 2008 (Act No. 68 of 2008), the Protection of Personal Information Act, 2013 ("POPIA") or other laws, it is not intended that any provision of this Privacy Notice contravenes any provision of the Consumer Protection Act, POPIA or such other laws. Therefore all provisions of this Privacy Notice must be treated as being qualified, to the extent necessary, to ensure that the provisions of the Consumer Protection Act, POPIA and such other laws are complied with.

16.2 No provision of this Privacy Notice:

16.2.1 does or purports to limit or exempt us from any liability (including, without limitation, for any loss directly or indirectly attributable to our gross negligence or wilful default or that of any other person acting for or controlled by us) to the extent that the law does not allow such a limitation or exemption;

16.2.2 requires you to assume risk or liability for the kind of liability or loss, to the extent that the law does not allow such an assumption of risk or liability; or

16.2.3 limits or excludes any warranties or obligations which are implied into this Privacy Notice by the Consumer Protection Act (to the extent applicable), POPIA (to the extent applicable), or other applicable laws or which we give under the Consumer Protection Act (to the extent

applicable), POPIA (to the extent applicable), or other applicable laws, to the extent that the law does not allow them to be limited or excluded.

17. GENERAL

- 17.1 You agree that this Privacy Notice, our relationship and any dispute of whatsoever nature relating to or arising out of this Privacy Notice whether directly or indirectly is governed by South African law, without giving effect to any principle of conflict of laws.
- 17.2 We may sub-contract our obligations without your permission and we do not have to notify you if we sub-contract any of our obligations.
- 17.3 Subject to clause 17.2, this Privacy Notice shall apply for the benefit of and be binding on each party's successors and assigns.
- 17.4 Our failure to exercise or enforce any right or provision of this Privacy Notice shall not constitute a waiver of such right or provision.
- 17.5 Each provision of this Privacy Notice, and each part of any provision, is removable and detachable from the others. As far as the law allows, if any provision (or part of a provision) of this Privacy Notice is found by a court or authority of competent jurisdiction to be illegal, invalid or unenforceable (including without limitation, because it is not consistent with the law of another jurisdiction), it must be treated as if it was not included in this Privacy Notice and the rest of this Privacy Notice will still be valid and enforceable.

18. QUERIES AND CONTACT DETAILS OF THE INFORMATION REGULATOR

- 18.1 Should you feel that your rights in respect of your Personal Information and/or Special Personal Information have been infringed, please address your concerns to the Information Officer. If you feel that the attempts by CCT to resolve the matter have been inadequate, you may lodge a complaint with the South African Information Regulator by accessing their website at <https://www.justice.gov.za/inforeg/contact.html> . If you are located outside of South Africa, you may contact the appropriate regulator in your country of domicile.

Correction and Deletion of Personal Information Form

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/E-mail address:	
	Code ()
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
	Code ()

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....
Signature of data subject/ designated person