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Connecting the Generations®

PRIVACY NOTICE

Definitions:

"We" and "Us" shall mean:

AGE-IN-ACTION
Registration Number: 12078/2022-2023/IRRTT
of Unit 305, 3rd Floor
Boland Bank Building
18 Lower Burg Street
Cape Town

"POPIA" shall mean:

the Protection of Personal Information Act 4 of 2013;

"You" and "Your" shall mean:

the "Data Subject", the person to whom personal information relates;

"Personal" Information shall mean:

personal information as defined in POPIA.

Purpose:

We are committed to respecting concerns regarding privacy and will process all personal information in alignment with the prescripts of *POPIA* and any further prevailing legislation.

All personal information furnished collected, whether voluntarily or mandatory, and processed by us regardless of form or medium shall be processed in accordance with the provisions set out hereunder.

Collecting Personal Information:

We currently collect and process the following information:

Natural Persons:

Names, identity numbers, address, contact details, bank details, medical history, race (where applicable), qualifications (where applicable), employment history (where applicable).

Juristic Persons:

Name, company registration number, VAT registration number, bank details, financial statements, contact details and address.

Personal Information is collected directly from data subjects and will be processed for purposes set out herein. Your omission to furnish any pertinent information could impede our ability to do so

07 April	World Health Day	28 Sept-04 Oct	Week of Older Persons
11 April	World Parkinson's Day	01 Oct	International Day of Older Persons
15 May	International Family Day	04 Oct	Grandparents Day
17 May	World Hypertension Day	12 Oct	International Arthritis Day
15 June	WEAAD	14 Nov	World Diabetes Day
18 July	Nelson Mandela Day	01 Dec	World AIDS Day
21 Sept	World Alzheimer's Day		

In accordance with the provisions of the POPIA, we will process your personal information:

1. for the purposes for which it was provided;
2. in order to carry out actions for the conclusion or performance of a contract to which you are a party;
3. in order to comply with obligations imposed by law on the business;
4. where the processing protects your legitimate interests;
5. where the processing is necessary for the proper performance of a public law duty by the business; or
6. where the processing is necessary for pursuing the legitimate interests of the business or of a third party to whom the information is supplied.

Minors:

If you believe that our processing of a minor child's information is unlawful or in conflict with any authorisation provided by yourself, please contact us at the address set out above.

Processing of Information:

We will share your personal information:

1. in order to comply with applicable law or with legal process served on us;
2. in order to protect and defend our rights or property;
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information. We will ensure that all such employees and third party service providers, having access to your personal information comply with POPIA or equivalent legislation; and
4. with third parties if you have specifically requested us to do so.

Security Measures:

We will endeavour to:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure, or processing of your personal information; and
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request.

Retention:

We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

Selling Personal Information:

We do not sell the information and will only share same with persons as set out herein.

Trans border Flow of Information:

We do not transfer information outside the borders of South Africa.

Your rights:

You have the right at any time to:

1. access your personal data by sending a written request to our Information Officer who's contact details are set out below.
2. request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
3. request the return or destruction of personal information. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data; and
4. lodge a complaint with us.

In order to comply with any request received, we may require proof of identity.

Changes:

We may update this privacy notice from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Promotion of Access to Information Act:

In compliance with the provisions of the *Promotion of Access to Information 2 of 2002 (PAIA)*, a copy of our manual is available via email request, submitted to The Chief Executive Officer at : email info@age-in-action.co.za / PO Box 2335, Cape Town 8000.

Contact:

For more information about our privacy practices, if you have questions, or wish to lodge a complaint, please contact Mrs Charlotte Fairbridge at 021 426 4249.

If you are not satisfied with our response to your query, you may approach the following regulatory body for further assistance:

THE INFORMATION REGULATOR (SOUTH AFRICA) SITUATE AT: WOODMEAD NORTH OFFICE PARK, 54 MAXWELL DRIVE, WOODMEAD, JOHANNESBURG, 2191.

COMPLAINTS: POPIAComplaints@inforegulator.org.za/ PAIAComplaints@inforegulator.org.za

GENERAL QUERIES: enquiries@inforegulator.org.za

