

Privacy Notice



In this privacy notice, the term “**RAG**” bears the meaning of the non-profit company Residents Action Group NPC (registration number: 2002/018960/08), being a non-profit company registered and conducting business in accordance with the Company laws of the Republic of South Africa.

This privacy notice (“**Notice**”) explains how your Personal Information presented to RAG and flowing from your engagement with RAG is processed and used by RAG. This Notice applies to Personal Information acquired by RAG from RAG’s current and former clients, employees, consultants and research participants.

RAG accumulates and processes Personal Information about you when it engages with you. This is used by RAG to manage its professional relationship with you and which includes the provision of private security services. This Personal Information only comes from you and RAG will not acquire any of your personal information from any other sources, including external sources. RAG’s collection and processing of your Personal Information falls within the scope of the South African legal framework and is dealt with by RAG per its Protection of Personal Information Compliance and Promotion of Access to Information Manuals.

WHAT PERSONAL INFORMATION RAG COLLECTS

In interacting with RAG as an individual or corporation, RAG will be presented with your Personal Information. This Personal Information may include, without limitation:

- 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 particulars;
- information relating to the education or the medical, financial, criminal and employment history of you;
- any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particulars specifically assigned to you;
- your personal opinions, views or preferences on various topics;
- correspondence sent by you that is of a private and confidential nature or further correspondence per its content that may be construed as being private and confidential; and
- the views or opinions of consultants, analysts and supervisors employed by RAG authorised to collect and process the information relating to you.

HOW RAG COLLECTS YOUR PERSONAL INFORMATION

RAG collects Personal Information directly from you when you sign up with and become a member of RAG, in the course of interacting with you and in the course of your interaction, conducting business with and making enquiries with RAG.

PURPOSE FOR WHICH YOUR PERSONAL INFORMATION IS BEING COLLECTED

RAG collects your Personal Information for various purposes including:

- In the course and scope of RAG's professional and business operations;
- in providing private security services;
- abiding contractual obligations to you; and
- in complying with legal obligations imposed on RAG.

WHETHER THE SUPPLY OF YOUR PERSONAL INFORMATION IS VOLUNTARY OR MANDATORY

Upon engaging with RAG, we require your Personal Information to fulfil RAG's administrative, private security services offered by RAG. Without this, it will not be possible for RAG to meet its obligations, whether under contract to you, or in terms of RAG's statutory obligations. Your prior consent is not required where RAG is required to process your Personal Information to fulfil its obligations under contract with you and with that in terms of the Protection of Personal Information Act of 2013. Any withholding of your Personal Information may obstruct or prevent RAG from being able to render services to you.

For a complete manual of our personal information processes, please refer to RAG's PAIA and POPI Manuals at [RAG – Residents Action Group – Residents Action Group \(bedfordviewrag.co.za\)](http://RAG – Residents Action Group – Residents Action Group (bedfordviewrag.co.za)).

RAG'S COLLECTION AND PROCESSING OF SPECIAL PERSONAL INFORMATION

In some cases, you may divulge to RAG Special Personal Information. Such Special Personal information includes, without limitation; information relating to your 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 information. RAG accumulates Special Personal Information only when provided directly by you when you sign up with and become a member of RAG.

Generally, RAG's collection and processing of such Special Personal Information will be conducted only with your consent and upon disclosure of the purposes for which such Special Personal Information is needed and accumulated.

TRANSFER AND SHARING OF PERSONAL INFORMATION

Access to your Personal Information within RAG is restricted on a need-to-know basis, including within the functional support of RAG's HR, IT, Legal and Finance departments.

What requires to be appreciated here is that the sharing and transfer of your Personal Information within the various departments of RAG is necessary for RAG to render professional services and this circulation of Personal Information is undertaken within RAG, with appropriate safeguards in place, to ensure the confidentiality and security of your Personal Information.

YOUR RIGHTS TO YOUR PERSONAL INFORMATION

You have rights in relation to your Personal Information. You can, in writing to RAG:

- require RAG to confirm whether or not it holds any of your Personal Information;
- require RAG to amend incorrect or incomplete Personal Information;
- instruct RAG to cease accumulating and processing your Personal Information;
- require RAG to erase your Personal Information from its records;

- retract your consent provided to RAG to accumulate and process your personal information; or
- receive from RAG the Personal Information relating to you.

Please note that the above rights are not absolute, and RAG may be entitled to refuse requests where exceptions apply.

In requesting further information, exercising any of your above rights, or where you may desire to lay a complaint about the way you believe your Personal Information is being processed, please in the first instance, contact RAG's Information Officer, the particulars of which are set out in RAG's PAIA and POPI Manual or email: Mark Morris at Mark@bedfordviewrag.co.za.

If you have raised a complaint and remain dissatisfied with how your complaint has been dealt with by RAG, you may elevate your complaint to the Information Regulator who can be contacted at inforeg@justice.gov.za.

Changes to this Privacy Notice

RAG reserves the right to update and effect amendments to this Notice at any time.

Contacting RAG

Questions, requests and inquiries concerning this Notice, and the information set out in this Notice, may be directed to RAG's Information Officer:

Mark Morris - Mark@bedfordviewrag.co.za

