

### POPI Disclaimer

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us.

#### Why we collect Personal Information:

We collect personal information in order to liaise with you telephonically, via our website or email so that we may:

1. Respond to any query or comment received from you.
2. Respond to requests for the supply of accommodation. Request your submission of the Booking Form containing personal contact and other details for use by our office admin staff to process the booking.
3. Process payment if you opt to make payment for your accommodation booking via credit card before arrival at Minivillas. This requires details of your card in accordance with our FNB Credit Card Merchant Agreement. That FNB agreement permits Minivillas CC to process **manual transactions** requiring the recording of your full credit card details. When payment of the refundable breakage deposit is made via credit card the full details of the card need to be recorded until after your departure when the deposit is refundable. The card details are destroyed immediately after refund.

#### Processing of Information

We will share your personal information:

1. In order to comply with applicable law or with legal process served on our company;
2. In order to protect and defend the rights or property of our company; and

#### Security Measures:

We will:

1. Treat your personal information as strictly confidential;
2. We will not retain your credit card information longer than the period for which it was originally required, unless we are required by law to do so;
3. 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;
4. Promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. Provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
5. ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF OUTSIDE OUR REASONABLE CONTROL.

**Your rights:** You have the right at any time to:

1. Rectify the Personal Information collected by us;
2. Object to the processing of Personal Information (subject to legislation);
3. Request the return or destruction of Personal Information (subject to legislation);
4. Lodge a complaint with the company. The Personal Information processed by us is not routed/transferred to a third country or International organisation.

Minivillas CC.

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