



QUARRY LAKE INN Boutique Hotel

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CUSTOMER PRIVACY POLICY i.t.o. POPI ACT

This notice serves to explain how we obtain, use & disclose your personal information in accordance with the requirements of the **Protection of Personal Information Act**. (Hereinafter referred as POPIA).

At **Quarry Lake Inn Boutique Hotel** we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

About Us

Quarry Lake Inn is a four-star graded East London guesthouse overlooking a rehabilitated quarry in a quiet suburb of East London. The guesthouse has been in existence for over 20 years, providing guests from all over the world with exceptional accommodation facilities and services.

The Information We Collect

We collect and process your personal information only to contact you for the purposes of making your accommodation / stay with us pleasant; to confirm your booking; collect payment. For this purpose, we will collect contact details, including your name, your organization; name of person responsible for payment. We collect this information directly from you on / in the forum you provide same to us (in person; via email; text or facsimilia). Should you provide this information to us via our website, the information may be collected using "cookies" which allows us to collect standard internet visitor usage information.

How We Use Your Information

We will use your personal information only for the purposes for which for which it was collected and agreed with you. In addition, where necessary, your information may be retained for legal or research purposes, for example:

- To gather contact information
- To confirm & verify your identity, or to verify that you are an authorized user for security purposes
- For the detection & prevention of fraud, crime, money laundering or other malpractice
- To conduct market or customer satisfaction research or for statistical analysis
- For audit & record keeping purposes
- In connection with legal proceedings - if necessary.

How We will Protect your Information

- On your booking form / client information sheet;
- Our server that is password protected and used by only selected staff members;
- Cloud-backup - only authorized people (manager / owner) can access this account.

How we will dispose of your Information

After safekeeping your personal information for the required legal time, the information will be disposed of by way of deleting same from our servers / cloud and shredding of any physical files. We are committed to protect any confidential information of any of our clients / guests / employees / service providers.

Disclosure of Information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the POPIA.

We may also disclose your information:

- ➔ Where we have a duty or a right to disclose in terms of law or industry codes;
- ➔ Where we believe it is necessary to protect our rights;

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security Policies and Procedures cover:

- Physical security;
- Computer & Network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention & disposal of information;
- Acceptable usage of personal information;
- Governance & regulatory issues;
- Monitoring access & usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

Your rights: Access to Information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers / addresses as provided on our website and specify what information you require. We will need a copy of your ID Document to confirm your identity before providing details of your personal information. Please note that any such access request may be subject to a payment of a legally allowable fee.

Correction of Your Information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

Definition of Personal Information

According to the Act, “*personal information*” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPIA, it also includes:

- All addresses including residential, postal and email addresses;
- Change of Name, for which we require copies of the marriage certificate or official change of name document issued by the Dept of Home Affairs ;

How to Contact Us

If you have any queries about this notice; you need further information about our private practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us on the numbers on our website / social media pages.