



PRIVACY POLICY (“**THE POLICY**”)

IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

(“**THE POPI ACT**”)

OF THE HOLE IN ONE GROUP NAMELY:

HOLE IN ONE BOUTIQUE HOTEL (PTY) LIMITED REG NO 2018/374907/07

HOLE IN ONE CONFERENCES (PTY) LIMITED REG NO 2003/000715/07 AND

YEOMAN PROPERTIES 181 CC T/A HOLE IN ONE BOUTIQUE HOTEL AND CONFERENCES REG  
NO 2002/026130/23

(COLLECTIVELY REFERRED TO HEREIN AS “**HOLE IN ONE BOUTIQUE HOTEL**”)

This Policy is adopted in terms of the POPI Act by our Group and applies to visitors to our website and customers to whom we render accommodation or conferencing services (“**you**” and “**your**”). Hole in One Boutique Hotel is referred to as “**we**” / “**us**” throughout this Policy.

***By engaging with us, you accept consent to the practices described in this Policy. When you access our website or use our accommodation, you agree to the terms of this Policy, that you are 18 years or older and that you have legal capacity to enter into contracts.***

**1. The POPI Act and your Personal Information**

You have a right to privacy as set out in the Constitution of South Africa (1996) including a right to protection against the unlawful collection, dissemination and processing of your Personal Information. Personal information is information that can be connected with you and can be used to identify you and includes certain information collected when you decide to use our accommodation (for example, your name, surname, address, e-mail address and contact details). Optional information that you provide to us voluntarily is also deemed to be Personal Information. We respect your privacy and we have adopted this Policy in order to inform you of the way we collect, store, use, and protect your Personal Information.



## **2. Information which is excluded**

Personal information does not include information that has been made anonymous so that it cannot identify you, information that does not relate or cannot be traced back to you, non-personal statistical information and information that you have provided voluntarily in a public forum (such as chat rooms, classifieds or discussion boards). Once information has been disclosed in such a public forum, it is no longer confidential and is not subject to protection under this Policy.

## **3. Collection**

We may collect your information once you register on our website or when you request to make a booking or use our accommodation. In terms of recording calls, as a guest house we may monitor and record telephone calls.

## **4. Cookies**

Cookies are small electronic files that websites use to monitor you and remember certain information about you. You acknowledge that cookies may appear on your device when you visit our website. Cookies do not contain personal information but they do contain a personal identifier and this assists us to improve our website's efficiency by remembering your preferences. From time to time, third parties may provide services to our website (assisting us with targeted advertising) but this will always be in compliance with the POPI Act. Internet browsers usually accept cookies automatically but this setting can be changed to prevent cookies from being accepted. You can also delete cookies manually. Should your internet browser no longer accept cookies you may be prevented from accessing parts of our website. Third Party cookies refer to cookies which third party entities (such as advertisers) may use on our website, which we have no control over. Information collected by any third party is governed by the Privacy Policy of the company that created it, and not by us.



## **5. Use of your Personal Information**

We will only process and use your Personal Information to the extent that it fulfils the purpose for which it was collected. We will not sell your Personal Information to third parties and will use our best endeavours to ensure that our nominated service providers (appointed from time to time to assist with business operations, customer support and the likes) adhere to this Policy and that they have the necessary security measures in place in terms of protecting your Personal Information.

We may share your Personal Information with affiliates of our Group, for purposes of registration, customer support and to help detect violations of this Policy. Employees may also be provided with your Personal Information to the extent that it will allow them to fulfil their duties.

## **6. Disclosing of your Personal Information**

We may disclose Personal Information if required:

- 6.1 by a court order;
- 6.2 to comply with any law;
- 6.3 to protect the safety of any individual or the general public; and
- 6.4 to prevent violation of our customer relationship terms.

Should we ever undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the Personal Information we process to a successor, purchaser or separate entity. We will disclose the transfer on the website. If you are concerned about your Personal Information migrating to a new owner, you may request us to delete your Personal Information.

## **7. Security, accuracy and retention of your Personal Information**

We will ensure that our website remains a secure server environment and that security measures are in place to prevent access from violators.



We will use our best endeavours to keep your Personal Information collected as accurate and up to date as is reasonably possible however you acknowledge that you will advise us of material changes to your Personal Information. We will only retain your Personal information for as long as it is necessary to fulfil the purposes for which it was collected, unless retention of the record is required or authorised by law or you have consented to the retention of the record. During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your Personal Information.

#### **8. Your rights in terms of POPI Act**

You have the right to:

- 8.1 establish what Personal Information we hold about you;
- 8.2 to access such Personal Information;
- 8.3 to object to the processing of the Personal Information;
- 8.4 request correction, destruction or deletion of your Personal Information;
- 8.5 refuse processing for direct marketing by unsolicited electronic communications, and
- 8.6 to complain to the Information Regulator, whose details are: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001; and postal address P.O Box 31533, Braamfontein, Johannesburg. Complaints may be emailed to the Information Regulator at [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

#### **9. Limitation**

We are not responsible for and give no warranties, nor make any representations in respect of the Privacy Policies or practices of linked or any third-party websites.



#### **10. Enquiries**

If you have any questions or concerns arising from this Policy or the way in which we handle Personal Information, please contact us or our nominated Information Officer responsible for ensuring compliance with the POPI Act and this Policy.

#### **11. Changes**

We may change the terms of this Policy at any time. You acknowledge that you will keep up to date with any amendments. If you continue to use our website following notification of a change to the terms of this Policy, the changed terms will apply to you and you will be deemed to have accepted such terms.

#### **12. Contact details**

Should you have any questions or queries pertaining to this Policy, please contact us at:

E-mail: [info@holeinone.co.za](mailto:info@holeinone.co.za) | Tel: 011 958 0236