

# Marina Martinique Homeowners Association NPC

Registration Number 1990/007381/08)  
(VAT Registration No: 4870143270)

Tel: (042) 292 0200  
Fax: (042) 292 0542

[manager@marinamartinique.co.za](mailto:manager@marinamartinique.co.za)



## PRIVACY NOTICE

### 1. Introduction

In this document, references to Marina Martinique, MMHOA, "we", or "us", refer to Marina Martinique Homeowners Association (MMHOA).

The MMHOA recognises its responsibility in terms of the Protection of Personal Information Act (hereinafter referred to as POPIA), other privacy protection legislation, and applicable regulations relating to the protection of personal information belonging to its clients (incl. members, residents and tenants), suppliers, service providers and other third parties.

Marina Martinique collects and processes personal information from clients, suppliers, service providers and other third parties in order to conduct its business operations and provide its services.

### 2. What is Personal Information?

Personal information includes any information relating to an identifiable living natural person or identifiable juristic person.

Examples of personal information include:

- Name and surname.
- Identity number or passport number.
- Date of birth.
- Gender.
- Contact details.
- Residential address.
- Banking details.
- Employment history.
- Qualifications.
- Medical information.
- Tax number.
- Employee number.
- Performance records.
- Disciplinary records.
- Criminal record checks.
- Biometric information.
- Emergency contact information.



*my home, my marina, my lifestyle*

- The name of a person where it appears together with other personal information relating to that person, or where disclosure of the name itself would reveal information about that person.

### **3. Where and When Do We Collect Personal Information?**

The MMHOA collects personal information from various sources and at different stages of its relationship with owners, residents, tenants, employees, suppliers, contractors and other stakeholders.

#### **Information You Provide to Us**

##### **Owners / Residents / Tenants**

Personal information may be collected:

- Directly from you when you apply to purchase, rent or occupy a unit within the residential estate.
- Through application forms, registration documents, lease agreements, sale agreements and other contractual documents.
- Through correspondence, enquiries, complaints, maintenance requests and communications submitted to the homeowners' association, board of directors, managing agent, trustees, or body corporate.
- Through access registration forms, visitor registration processes and emergency contact information provided by you.

##### **Employees**

Personal information may be collected:

- Directly from you during the recruitment, appointment and employment process.
- Through employment applications, employment contracts, payroll documentation, leave applications, training records and performance management processes.

##### **Suppliers / Contractors / Service Providers**

Personal information may be collected:

- Through supplier applications, quotations, tenders, contracts, invoices, purchase orders, service agreements and business correspondence.
- Through contact details provided by representatives of service providers responsible for maintenance, security, cleaning, landscaping, repairs and other services.

##### **Visitors and Guests**

Personal information may be collected:

- Through visitor registers, access control systems, security records and other lawful security measures implemented at the residential estate.



*my home, my marina, my lifestyle*

### **Information Collected Automatically**

Personal information may be collected:

- Through security systems, including CCTV footage, access control systems, visitor management systems and electronic records relating to the use of the MMHOA's facilities and premises.

### **Information Obtained from Third Parties**

Personal information may be obtained:

- From authorised representatives, estate agents, managing agents, trustees, body corporate members, employers, service providers, regulatory authorities and other lawful sources where necessary for the administration and management of the residential estate.

## **4. When Will We Process Your Personal Information?**

We will only process your personal information for lawful purposes relating to our business where one or more of the following circumstances apply:

- You have consented to the processing of your personal information.
- A person legally authorised by you, or a court, has provided consent.
- Processing is necessary to conclude or perform a contract with you.
- Processing is required by law.
- Processing is necessary to protect or pursue your, our, or a third party's legitimate interest.

## **5. When Will We Process Your Special Personal Information?**

Special personal information refers to categories of information that require additional protection, including:

- Religious and philosophical beliefs.
- Race.
- Ethnic origin.
- Trade union membership.
- Political beliefs.
- Health information, including physical or mental health, disability and medical history.
- Biometric information.
- Criminal behaviour information.

We will process special personal information where:

- You have consented to the processing.
- It is necessary to exercise or defend a right or obligation in law.
- It is necessary to comply with an international legal obligation of public interest.



*my home, my marina, my lifestyle*

- It is required for certain historical, research or statistical purposes that would not adversely affect your privacy.
- You have deliberately made your personal information public.

## 6. What Information Do We Collect and How Do We Use Your Information?

The MMHOA collects and processes personal information necessary for the effective administration, management and operation of the residential estate. The information collected will depend on the nature of the relationship with the relevant individual or organisation and may include the following:

### **Residents / Owners / Tenants**

Personal information is collected and processed for purposes including, but not limited to:

- Managing residency, ownership and tenancy records.
- Administering levy accounts, rental payments, utility charges, invoices, debit orders and other financial transactions.
- Providing services to residents, including maintenance, communication, security, facilities management and general estate administration.
- Communicating with residents, owners, tenants and authorised representatives regarding estate-related matters.
- Maintaining records for audit purposes, governance requirements and statutory record keeping.
- Managing access control, security and visitor management processes.
- Assisting with emergency situations and maintaining emergency contact information where required.
- Ensuring compliance with applicable legislation, regulations and governing documents.

The personal information collected may include:

- Title.
- Name and surname.
- Identity number or other identification details.
- Unit details and residential address.
- Postal address.
- Contact numbers.
- Email addresses.
- Banking details and payment information.
- Records relating to correspondence, requests, complaints, transactions and services provided.



*my home, my marina, my lifestyle*

## **Service Providers / Suppliers / Contractors**

Personal information is collected and processed for purposes including, but not limited to:

- Managing supplier and contractor relationships.
- Processing quotations, purchase orders, invoices and payments.
- Communicating regarding maintenance, repairs, services and operational requirements.
- Maintaining audit records, financial records and supporting documentation.
- Conducting supplier verification and ensuring compliance with applicable requirements, including B-BBEE compliance where applicable.

The information collected may include:

- Business registration number.
- VAT registration number.
- Business name and trading name.
- Banking details.
- Contact person's title, name and surname.
- Identity number where required for verification purposes.
- Physical address.
- Postal address.
- Contact numbers.
- Email addresses.
- Supplier documentation, contracts, invoices and other relevant business records.

The MMHOA will only collect and process personal information that is necessary for legitimate operational, contractual, legal and administrative purposes and will handle such information in accordance with applicable privacy legislation.

## **7. How We Share Your Information**

The MMHOA may share personal information where necessary for legitimate business purposes, contractual obligations, legal requirements or the provision of services.

### **Third-Party Service Providers**

Personal information may be shared with authorised third parties, including:

- Provident fund administrators.
- Guest houses and accommodation providers where applicable.
- Auditors.
- Information technology service providers.
- Courier service providers.
- Regulatory bodies.
- Law enforcement agencies.
- Government agencies.



*my home, my marina, my lifestyle*

These third parties are required to process personal information responsibly and in accordance with applicable privacy legislation.

## **Legal Disclosures**

We may share your personal information where we believe it is required by law, legal process, or to protect the rights, safety or property of you, the MMHOA or other persons.

Where appropriate and legally permitted, we will attempt to notify affected individuals of legal requests for their information.

We may challenge requests where we believe they are overly broad, unclear or lack proper authority; however, we do not guarantee that every request will be challenged.

## **8. Your Rights and Obligations**

### **Data Retention**

We retain personal information for as long as:

- We have a legitimate business purpose for retaining the information.
- It is required to provide services to you.
- We are legally required to retain the information.
- You have provided consent for us to retain the information.

You have rights relating to how your personal information is collected, processed and shared.

Subject to applicable legislation, you have the right to:

- **Access Your Information**

You may request details of the personal information we hold about you and request a copy thereof by contacting Marina Martinique HOA at 042 292 0200.

In certain circumstances, we may be unable to provide access where legal exemptions apply. Where applicable, a prescribed fee may be charged, and you will be informed accordingly.

- **Correct Your Information**

You may request that inaccurate or incomplete personal information held by us is corrected or updated.

- **Delete Your Information**

You may request the deletion of your personal information, where permitted by law.

- **Object to Processing**

You may object to the processing of your personal information in certain circumstances, including where we rely on legitimate interests or where information is used for direct marketing purposes.

If you withdraw your consent, this will not affect any processing that was lawfully conducted before the withdrawal of consent.



*my home, my marina, my lifestyle*

- **Restrict Processing**

You may request that we temporarily restrict the processing of your personal information while we verify its accuracy or determine the reason for processing.

## **9. Changes to Our Privacy Notice**

We may update this Privacy Notice from time to time to reflect changes in legislation, business practices or the services we provide.

Where significant changes are made, we will notify you through appropriate communication channels before the changes become effective.

By continuing to engage with the MMHOA after an updated Privacy Notice has been published, you acknowledge the updated terms relating to the collection, use and sharing of your personal information.

## **10. Other Important Information**

### **Security**

We have implemented appropriate security measures to protect your personal information against accidental loss, unauthorised access, alteration, misuse or disclosure.

Access to personal information is restricted to individuals who require such information for legitimate business purposes and who are subject to confidentiality obligations.

### **Transborder Information Transfers**

Marina Martinique Homeowners Association does not transfer personal information belonging to clients, suppliers, service providers or other third parties outside the borders of South Africa.



*my home, my marina, my lifestyle*

## 11. Contact Information

Should you have any queries regarding this Privacy Notice or the processing of your personal information, please contact us:

### Information Officer

**Name:** Hendrina Fourie

**Contact Number:** 042 292 0200

**Email:** [manager@marinamartinique.co.za](mailto:manager@marinamartinique.co.za)

### Information Regulator

You have the right to lodge a complaint with the South African Information Regulator.

**Physical Address:**

Woodmead North Office Park

54 Maxwell Drive

Woodmead

Johannesburg

**Complaints Email:** [PAIAcomplaints@inforegulator.org.za](mailto:PAIAcomplaints@inforegulator.org.za)

**General Enquiries Email:** [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

## 12. Document Control

**Document:** Privacy Notice

**Version:** 1.0

**Effective Date:** 01 August 2026

**Review Date:** 01 August 2027

**Approved By:** MMHOA Board of Directors

**Information Officer:** Hendrina Fourie (MMHOA Executive Director)

## 13. Revision History

| Version | Date       | Description     | Author              |
|---------|------------|-----------------|---------------------|
| 1       | 2026/08/03 | Initial release | Information Officer |



*my home, my marina, my lifestyle*