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Privacy Policy

Introduction

Greater Riverside Biodiversity Initiative NPC understand the importance of protecting your personal information and values and respect this information. We take the protection of your personal information seriously. The purpose of this statement is to describe the way that we collect, store, use and protection information that can be associated with you or another person or juristic person and can be used to identify you or that person ("Personal Information").

This statement applies to your personal information that we collect during your interactions with us through either this website, in writing, orally or personal information that we may collect offline or receive from 3rd parties.

What information do we collect?

Greater Riverside Biodiversity Initiative NPC is subject to the Protection of Personal Information Act, No.4 of 2013 (POPI), the main objectives of which shall be adhered to. Personal information is defined in POPI as information relating to an identifiable, living natural person, and where applicable, an identifiable, existing juristic person. Depending on how you interact with Greater Riverside Biodiversity Initiative NPC, personal information we collect may include but without limitation:
address, banking details, correspondence that would reveal the identity of a data subject, date of birth, email address, full name, ID number, telephone number.

We may also collect other information that does not personally identify you. Such other information includes browser and device information, website usage data, IP addresses, demographic information such geographic location, home language, and information collected through cookies and other technologies or information that has been anonymised or aggregated. If we link this information with your personal information, we will treat such linked information as personal information. You may choose not to provide personal information to Greater Riverside Biodiversity Initiative NPC when requested.

How we collect personal information

The Greater Riverside Biodiversity Initiative NPC may collect your personal information from you in a variety of ways when you interact with us, including:

- When you access our internet services, or interact with us in any other way.
- We collect personal information when we process your payment transactions, perform administrative and business functions, market our services.

When you communicate with us.

- We collect personal information when we respond to your inquiries and requests, obtain feedback from you about our services or you apply for employment with us.
- We collect personal information from third parties, business partners and third parties that provide list enhancement or similar services.
- When you use our website, we may, automatically collect data, including personal information through use of cookies and similar technologies. For more information, see the "Cookies and Similar Technologies" section below.

Legal basis for processing your personal information

We may use or process any goods or services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us. Processing includes gathering your personal information, disclosing it, and combining it with other personal information.

We generally collect and process your personal information for various purposes, including:

- services purposes – such as collecting orders or requests for and providing our services;
- marketing purposes – such as pursuing lawful related marketing activities;
- business purposes – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and
- legal purposes – such as handling claims, complying with regulations, or pursuing good governance
- to protect the vital interests of any individual
- where you have consented for such processing to take place.

We may use your usage information for the purposes described above and to:

- monitor website usage metrics such as total number of visitors and pages accessed; and
- track your entries, submissions, and status in any promotions or other activities in connection with your usage of the website.

Consent to processing

Where necessary, we will obtain your consent to collect and use your personal information:

- In accordance with applicable law; and
- When you provide us with any registration information or optional information

Use of your personal information

We may use your personal information to fulfil our obligations to you, this may include

- Enable you to effectively use and to improve our solutions and services, for example to:
    - Perform administrative and business functions and internal reporting.
    - Send administrative information to you.
    - Obtain feedback from you about our services including through client satisfaction surveys, in which event, we will only use your personal information for the sole purpose of sending you a survey.
    - Respond to your inquiries and fulfil requests by you.
    - Assess the performance of our services and to improve their operation.
    - Update our records and keep your contact details up to date.

- We engage in the following activities with your consent or for our legitimate business interests. Achieve our business purposes and analyse information. For example, to:
    - Establish, manage, and maintain our business relationship with you.
    - Compile usage statistics for our services.
    - Process and respond to privacy requests, questions, concerns, and complaints.
    - Fulfil legal and contractual obligations.

We engage in these activities to manage our contractual relationship with you to comply with legal obligations, or for our legitimate business interests.

Messages and updates

We may send administrative messages and email updates to you about activities in the precinct. We may wish to provide you with information about goods or services in which we think you may be interested. This means that in some cases, we may also send you primarily promotional messages. We will not send you promotional messages unless you have chosen to opt-into them. But we may send you one message asking you to opt into promotional messages without you having opted-into promotional messages.

Targeted content

While you are logged into the website, we may display targeted adverts and other relevant information based on your personal information. In a completely automated process, computers process the personal information and match it to adverts or related information. We never share personal information with any advertiser, unless you specifically provide us with your consent to do so. Advertisers receive a record of the total number of impressions and clicks for each advert. They do not receive any personal information.

Sharing your personal information

The Greater Riverside Biodiversity Initiative NPC may share your personal information for the following purposes:

- With our subsidiaries for the purposes set out in this Privacy Policy.
- With business partners with whom we offer co-branded services.
- With service providers to provide operational services, including but not limited to processing of orders, assisting with sales-related activities or post-sales support, client support, data analytics and auditing.
- Where you consent to the sharing of your personal information.
- In connection with any joint venture, merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or to another company.
- Where applicable, for credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies.
- For debt collection agencies or other debt recovery organisations.

Other legal reasons

- We may share your personal information in response to a request for information by a competent authority in accordance with, or required by any applicable law, regulation, or legal process.
- Where necessary to comply with judicial proceedings, court orders or government orders, or
- To protect the rights, property, or safety of Greater Riverside Biodiversity Initiative NPC, its business partners, you, or others, or as otherwise required by applicable law.

Contracting with third parties

Any third parties with whom we share personal information are contractually required to implement appropriate data protection and security measures to protect personal information and are not permitted to use personal information for any purpose other than the purpose for which they are provided with or given access to personal information.

Security of your personal information

Greater Riverside Biodiversity Initiative NPC is committed to protecting your personal information from accidental or unlawful destruction, damage, loss, alteration, unauthorised access or disclosure by using reasonable, appropriate, physical, administrative and technical safeguards and contractually requiring that third parties to whom we disclose your personal information do the same.

Links

Our website may contain links to third party websites. We are not responsible for and make no representations or warranties in relation to the privacy practices or content of any third-party websites. Your use of such sites is subject to the applicable 3rd party privacy statement and is at your own risk.

Cookies and similar technologies

When you access our website, we may use cookies (small text files containing a unique ID number) for the purpose of:

- Keeping track of information you have provided to us
- Improving your browsing experience
- Customising our interactions with you
- Storing and managing your preferences and settings
- Compiling statistical data
- Analysing the performance and usability of our website
- Measuring traffic patterns for our website
- Determining which areas of our website has been visited

Retaining your personal information

We will retain your personal information for as long as is necessary to fulfil the purpose for which it was collected unless a longer retention period is required to comply with legal obligations, resolve disputes, protect our assets, or enforce agreements. The criteria we use to determine retention periods include whether:

- We are under a legal, contractual, or other obligation to retain personal information, or as part of an investigation or for litigation purposes,
- Personal information is needed to maintain accurate business and financial records,

- You have consented to us retaining your personal information for a longer retention period, in which case, we will retain personal information in line with your consent.

Accurate and up to date

We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time we may request you to update your personal information on the website. You are able to review or update any personal information that we hold on you by accessing your account online, emailing us, or phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information.

Transfers to another country

We may transmit or transfer personal information outside of the country in which it was collected to a foreign country and process it in that country where binding corporate rules / binding agreement with a third party / a law that provides adequate protection of the personal information is in place. Where Personal information may be processed outside in a foreign country whose laws protecting personal information may not be as stringent as the laws in the country in which it was collected, we will obtain your consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

Your rights

Request what information we hold on you
You may request access to your personal information to receive a copy of the personal information that we hold on you.

Updating or removing
You may choose to correct or update the personal information you have submitted to us, by clicking the relevant menu in any of the pages on our website or contacting us by phone or email.

Updates to this Privacy Policy

We may change the terms of this policy at any time. We will notify you of any changes by placing a notice in a prominent place on our website or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website and our goods or services. If you continue to use the website or our goods or services

following notification of a change to the terms, the changed terms will apply to you, and you will be deemed to have accepted those updated terms.

Contact Us

Name of Organisation	Greater Riverside Biodiversity Initiative NPC
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Information Officer Contact Number	082 441 8147