

OBIQUALAND TOURS CC t/a WELLINGTON WINE WALK

PRIVACY POLICY

1. Introduction

Obiqualand Tours CC t/a Wellington Wine Walk (hereafter “**Wellington Wine Walk**”) is a South African-based close corporation offering guided walking tours in the Wellington Region, Western Cape. These tours include wine tastings, fauna and flora informative talks and historical talks relating to the history of the farms in and around Wellington.

In order for Wellington Wine Walk to provide its services to its clients, it is required to process personal information of data subjects, specifically its clients, suppliers / vendors and service providers. Wellington Wine Walk constitutes a Responsible Party and is required to handle personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIAA).

POPIA aims to give effect to the constitutional right to privacy by balancing the right to privacy against that of the right to access to information. POPIA requires that personal information pertaining to individuals be processed lawfully and in a reasonable manner that does not infringe on the right to privacy.

As a Responsible Party, Wellington Wine Walk is committed to protecting your right to privacy.

The purpose of this Privacy Policy is to set out how we collect, use, share and otherwise process your personal information, in accordance with POPIA.

2. Definitions

We, us and our	Wellington Wine Walk
You and your	means a client, prospective client, service provider or supplier /vendor
Your personal information	Includes, but is not limited to, first name, surname, phone number, identity number; residential address; financial information; payment information and banking details; Personal information is not general, statistical, aggregated or anonymised information.
Process information	means the automated or manual activity of collecting, recording, organising, storing, updating, distributing and removing or deleting personal information.

3. Data Subjects

A data subject is the person to whom the personal information relates. This may be a natural person or a juristic person.

Wellington Wine Walk has identified three categories of data subjects, namely:

- 3.1 Clients & Prospective Clients (those who utilise our services);
- 3.2 Service Providers or Suppliers / Vendors;

Each of these data subjects will be dealt with separately in the headings below.

4 Clients and Prospective Clients

4.1 Purpose for processing your personal information

We will only process your personal information for the lawful purpose for which it was collected. You agree that we may process your personal information for the following purposes:

- 4.1.1 administering our services which include:
 - 4.1.1.1 guided tours;
 - 4.1.1.2 attending to accommodation booking on your behalf;
 - 4.1.1.3 transportation of luggage;
 - 4.1.1.4 assessment of fitness level to determine pace of walk;
- 4.1.2 to effectively correspond with you;
- 4.1.3 to evaluate our marketing;
- 4.1.4 to confirm and verify your identity / authority to act on behalf of entity;
- 4.1.5 to comply with all legislative and regulatory requirements related to the products we provide.

4.2 Types of Data collected and Purpose for Processing

We process the following information for the following purposes:

Information Collected and Processed	Purpose
Email address	Correspondence Quotations Invoicing Booking Accommodation
Name and Surname	Correspondence Quotations Invoicing Booking Accommodation
Medical History	Collected to determine if client has any medical conditions / issues that need to be taken into account for the walk
Business Name	Correspondence Quotations Invoicing Booking Accommodation
Phone Number & Fax Number	Correspondence Quotations Invoicing Book Accommodation
Business Registration Number	Invoicing Quotations
Physical Address	Correspondence Quotations Invoicing Book Accommodation
Postal Address	Correspondence Quotations Invoicing
Cookies and Tracking	For analytic purposes

4.3 Automated processing

We may process your information using automated means (without human intervention in any decision-making process). You may query the decision made about you by automated means.

4.4 Acceptance is voluntary

You have the right to object to the processing of your personal information. Your acceptance of the terms of this Privacy Policy is voluntary. However, your acceptance is required in order to utilise our services. If you do not accept, we will be unable to provide you with our services. By providing us with your personal information, you agree to this Privacy Policy and authorise us to process your information as set out herein.

4.5 We keep personal information confidential

Save as provided in this Privacy Policy we will keep your personal information confidential. You may have given us this information yourself or we may have collected it from other sources. If you share your personal information with any third parties, we will not be responsible for any loss suffered by you.

4.6 Sharing with Third Parties

Part of our services is booking accommodation on your behalf. If you elect for us to do so, you will be required to provide us with your consent to provide personal information to the accommodation. We confirm that we will only provide information that is necessary to make the booking on your behalf.

4.7 Consent

By utilising our services, you confirm you give us consent so that we may:

- 4.7.1 process your information as set out in this Privacy Policy;
- 4.7.2 retain your information as set out in clause 8 below.
- 4.7.3 share such personal information with third parties only on the basis set out in this Privacy Policy.

5 Service Providers, Suppliers or Vendors

5.1 Purpose for processing your personal information

We will only process your personal information for the lawful purpose for which it was collected. You agree that we may process your personal information for the following purposes:

- 5.1.1 To enable us to utilise your products and / or services;
- 5.1.2 to effectively correspond with you;
- 5.1.3 to enable us to make payment for goods and / or services;
- 5.1.4 for BBEEE Verification.

5.2 Types of Data collected and Purpose for Processing

We process the following information for the following purposes:

Information Collected and Processed	Purpose
Email address	Correspondence Orders
Name and Surname	Correspondence Orders

	Procurement – BEE Verification Payment
Business Name	Correspondence Orders Payment Procurement – BEE Verification
Phone Number & Fax Number	Correspondence
Business Registration Number	Orders Payment Procurement – BBEE Verification
VAT Registration Number	Orders Payment Procurement – BEE Verification
Postal Address	Orders Payment Procurement – BEE Verification
BEE Certificate	Procurement – BEE Verification

5.3 Automated processing

We may process your information using automated means (without human intervention in any decision-making process). You may query the decision made about you by automated means.

5.4 Acceptance is voluntary

You have the right to object to the processing of your personal information. Your acceptance of the terms of this Privacy Policy is voluntary. However, your acceptance is required in order for us to utilise your products and / or services. If you do not accept, we will be unable to utilise your products and / or services. By providing us with your personal information, you agree to this Privacy Policy and authorise us to process your information as set out herein.

5.5 We keep personal information confidential

Save as provided in this Privacy Policy, we will keep your personal information confidential. You may have given us this information yourself or we may have collected it from other sources. If you share your personal information with any third parties, we will not be responsible for any loss suffered by you.

5.6 Consent

By allowing us to utilise your products and / or services, you confirm you give us consent so that we may:

- 5.6.1 process your information as set out in this Privacy Policy;
- 5.6.2 retain your information as set out in clause 8 below;
- 5.6.3 share such personal information with third parties only on the basis set out in this Privacy Policy.

6 Sharing personal information with third parties

If a third party asks us for any of your personal information, we will share it with them only if:

- 8.1 you have already given your consent for the disclosure of this information to that third party; or
- 8.2 we have a legal or contractual duty to give the information to that third party and such sharing is in accordance with POPIA; or

8.3 for any of the purposes set out in this Privacy Policy.

7 Collection of data directly from you

We shall, as far as possible, always collect your personal information directly, save where your information is collected from a public source, or with your written consent.

If we collect personal information from a source other than you, we shall record in writing the details of that source, including the full names and contact details of that source where applicable.

We may collect personal information from you at any time you interact us, when you complete information, when you request our services, apply for credit, send an e-mail enquiry, provide a review, when requesting further services, or when making a complaint.

8 Retention

We will retain your personal information for the period for which the data is required to serve its primary purpose and for a maximum period of 5 years thereafter or for the period required to comply with any applicable legal requirement, whichever is the longer. You hereby consent to the retention for a period of 5 years from date of collection of your information as data subject.

9 Security Safeguards

We have physical, technological and procedural security safeguards in place and will do our best to ensure the protection of your personal information. We will take all reasonable steps to prevent the loss, abuse or misuse of your personal information.

We will review our security controls and related processes on a continuous basis, to ensure that your information remains secure.

10 Breach

In the event of a data breach, where personal information has been compromised, we will notify the Information Regulator and the data subject as soon as possible.

The notification of breach will be in writing in one of the following ways:

12.1 by post to the data subject's physical address;

12.2 By e-mail to the data subject's email address;

12.3 Published in news media.

13 Direct Marketing

We will only provide you with direct marketing in the instance that you provide your written consent to on a form substantially similar to Form 4 of the Regulations relating to POPIA or in any manner expedient, free of charge and reasonably accessible to you as data subject including by email, telephonically, via SMS or WhatsApp or fax.

14 You have the right to know what personal information we have of yours

You have the right to know what personal information we hold about you. If you wish to receive a copy of the information, you will have to lodge a request with our information officer via e-mail. We will take

all reasonable steps to confirm your identity before providing details of your personal information.

We are entitled to charge a fee for this service and will let you know what it is at the time of your request.

You have the right to ask us to update, correct or delete your personal information. We will require proof of identification or authority prior to making any of the requested changes.

If you are aware of any personal information in our custody which is incorrect, inaccurate or which needs to be updated, you must make a written request to our information officer at admin@wizeneng.co.za to update or correct the relevant information or to request the deletion or destruction of the relevant information.

If you contest the accuracy of any personal information being used by us, we shall immediately stop using that information until its accuracy has been verified.

15 Changing this Privacy Policy

We may change this Privacy Policy at any time. The most updated version will always be available upon request.

16 If you have any concerns

If you believe that we have used your personal information contrary to this Privacy Policy or in contravention of POPIA, you must first attempt to resolve any concerns with us. If you are not satisfied after this process, you have the right to lodge a complaint with the Information Regulator in accordance with POPIA.

Please contact us at:

Information Officer:	Carol-ann Jeffrey
Email:	info@winewalk.co.za
Contact Number:	083 532 4131

Please contact the Information Regulator at:

The Office of the Information Regulator of South Africa

Address: Woodmead North Office Park, 54 Maxwell Dr, Woodmead, Johannesburg, 2191

Telephone Number: 010 023 5200

Website: www.inforegulator.org.za

Email: complaints.IR@justice.gov.za or general enquiries enquiries@inforegulator.org.za