

POPI (PROTECTION OF PERSONAL INFORMATION) ACT

As you may be aware, the POPI (Protection of Personal Information) Act has been in effect from 1 July 2021, all businesses in South Africa are required to be fully compliant with the POPIA regulations.

As such, we at Good Night want to ensure **your personal information is protected**.

This section will explain how we obtain, use, and disclose your personal information, in accordance with the requirements of the Act.

We are **committed to protecting your privacy** and ensuring that your personal information is collected and used properly, lawfully and transparently.

THE INFORMATION WE COLLECT:

We collect and process your personal information mainly to conduct our services and for electronic direct marketing for you. For this purpose, we will collect contact details which will include your name and contract details.

Personal information includes, but is not limited to:

- Client's name, surname, address, and postal code.
- Client's email address.
- Child's name, surname, and date of birth

HOW WE USE YOUR INFORMATION:

We will use your personal information only for the purposes for which it was collected and will be processed for that purpose only.

Usage of personal information includes:

- To conduct market or customer satisfaction research or for statistical analysis;
- Providing communication in respect of sharing new information.
- To send invoice for service and purchases of products.

Disclosure of Information:

We may disclose your personal information to a service provider who may be involved in the delivery of our services to you. We have agreements in place to ensure that all external parties we work with abide by the privacy requirements as required by the Act.

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.

Safeguarding your Information:

We are legally obliged to provide adequate protection for the personal information we hold and to prevent any unauthorized access and/or use of personal information. We will continuously review our security controls and processes to ensure that personal information remains secure.

Our privacy policies and procedures cover (but are not limited to):

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

Access and Correction of Personal Information.

Our clients have the right to access, update, correct or delete the personal information we hold relating to them. Once a client objects to the processing of their personal information, we may no longer process said personal information.

In order to access or correct any personal information please do not hesitate to contact us on: info@goodnightbaby.co.za