



## **Boutique Security (Pty) Ltd Privacy Policy**

**Last Modified: 30 June 2022**

### **Introduction**

This Privacy Policy outlines how Boutique Security PTY (Ltd) ("Boutique Security," "we," or "us") collects, uses, and discloses personal information in compliance with the Protection of Personal Information Act, 2013 of South Africa. We are committed to protecting the privacy of the personal information we collect during the course of our business. By accessing our website ([www.boutiquesecurity.co.za](http://www.boutiquesecurity.co.za)), you agree to the terms and conditions of this Privacy Policy.

### **Collection of Personal Information**

- We collect personal information directly from you, and in certain circumstances, we may collect personal information from third parties and publicly available sources, where lawful and reasonable. The types of personal information we collect may include:
- **Contact Information:** Your name, alias, address, identity number, passport number, security number, phone number, cell phone number, vehicle make and registration number, social media user ID, email address, and similar contact data required for legitimate interests, contractual purposes, and legal reasons.
- **Specific Identifiers:** Information such as race (related to B-BBEE), sexual and medical history, trade union matters, financial, credit, deviant and criminal history, and children's details, necessary for legitimate interests, compliance with laws, and fair treatment.
- **Account Information:** Banking details, security-related information (usernames, passwords, authentication methods, and roles), service-related information, billing-related information, and similar data required for contractual matters and providing access to services.



- **User Content:** Content of communications, suggestions, questions, comments, feedback, and other information you provide to us, necessary for contractual matters, providing access to services, and addressing queries.
- **Demographic Information:** Country, preferred language, age, date of birth, marital status, gender, physical characteristics, personal or household/familial financial status and metrics, necessary for contractual matters, providing access to services, addressing queries, and ensuring security safeguards.
- **Image:** Still pictures, video, voice, and similar data required for contractual matters, providing access to premises and services, addressing queries, and ensuring security safeguards.
- **Identity Information:** Government-issued identification information, tax identifiers, indemnity numbers, and similar data required for compliance with laws and public duties.
- **Financial Information:** Billing address, credit card information, billing contact details, tax numbers, and VAT numbers required for contractual matters, providing access to services, addressing queries, ensuring security safeguards, and compliance with laws.
- **Career, Education, and Employment Information:** Job preferences or interests, work performance and history, salary history, nationality and immigration status, demographic data, disability-related information, application information, professional license information, and similar data required for contractual or employment-related matters and compliance with laws.
- **Health Records:** Medical status and history, examinations, blood type, medical aid history, disability-related information, biometrics, medicals, psychometrics, and similar data required for contractual or employment-related matters and compliance with laws.



- **Social Media and Online Content:** Information placed or posted on social media and online profiles, online posts, and similar data required for contractual matters, providing access to services, addressing queries, and advertising and marketing purposes.

## Processing of Personal Information

- We use your personal information for purposes consistent with the reason for which it was collected, ensuring adequacy, relevance, and proportionality. Your personal information will be processed for the following purposes:
- **Contract Purposes:** Assessing and concluding contracts, investigating contract feasibility, and fulfilling contractual obligations.
- **Transaction Processing:** Processing transactions, providing goods and services, concluding contracts, billing, and handling returns, queries, and feedback.
- **Financial Matters:** Administering accounts, managing subscriptions, payments, and financial reconciliation.
- **Due Diligence:** Conducting due diligence and background checks to assess compliance with legal and regulatory requirements, risk management, and fraud prevention.
- **Customer Support:** Providing customer support, addressing inquiries, resolving issues, and communicating with you regarding our services.
- **Marketing and Advertising:** Promoting our products and services, conducting marketing campaigns, providing personalized offers, and delivering targeted advertisements based on your interests and preferences.



- **Analytics and Improvements:** Analysing usage patterns, trends, and preferences to improve our website, products, and services, as well as to develop new features and offerings.
- **Compliance with Legal Obligations:** Complying with applicable laws, regulations, and legal processes, including but not limited to tax reporting, record-keeping, and disclosure requirements.
- **Security and Fraud Prevention:** Protecting the security and integrity of our website, systems, and data, and preventing fraudulent activities and unauthorized access.
- **Recruitment and Employment:** Managing recruitment processes, assessing applications, conducting background checks, and facilitating employment-related matters.

## Processing & Collection of Personal Information Onsite

- We may collect your information for reasons of entry and security across various sites.
- Where this information is collected in physically in an access register or occurrence book the information will be kept for a period of 3 months from the last entry in the book. This physical information will be disposed of via means of shredding ensuring safe destruction of information.
- Where your information is collected by us but is processed and stored by a 3<sup>rd</sup> party application or business you will need to directly consult their privacy policy.
- Personnel employed by Boutique Security and stationed at remote locations will often be asked for information relating to tenants/residents located at that premises. Our staff are only permitted to provide the contact details of the relevant facilities manager as a point of contact.



## Disclosure of Personal Information

We may disclose your personal information to third parties in the following circumstances:

- **Service Providers:** We may share your personal information with service providers who assist us in operating our business, such as hosting providers, payment processors, customer support providers, and marketing agencies. These service providers are contractually bound to only use your personal information for the purposes specified by us and to provide adequate data protection measures.
- **Business Partners:** We may share personal information with our business partners to fulfill our contractual obligations, provide joint services, or for marketing and advertising purposes. These partners are expected to handle your personal information in accordance with applicable privacy laws and our agreements.
- **Legal Requirements:** We may disclose personal information if required to do so by law or if we believe that such disclosure is necessary to comply with a legal obligation, protect our rights or the rights of others, investigate fraud or other illegal activities, or respond to a government request.
- **Corporate Transactions:** In the event of a merger, acquisition, or sale of all or a portion of our assets, personal information may be transferred to the acquiring entity or merged with the assets of the acquiring entity.
- **Consent:** We may disclose personal information to third parties with your consent or at your direction.



## Data Security

We implement appropriate technical and organizational measures to safeguard your personal information and protect it from unauthorized access, disclosure, alteration, or destruction. These measures include data encryption, access controls, firewalls, secure data storage, regular security assessments, and employee training on data protection.

While we take reasonable steps to protect your personal information, please note that no method of transmission over the internet or method of electronic storage is 100% secure. We cannot guarantee the absolute security of your personal information.

## Retention of Personal Information

While we take reasonable steps to protect your personal information, please note that no method of transmission over the internet or method of electronic storage is 100% secure. We cannot guarantee the absolute security of your personal information.

## Data Storage & Security

We comply with data protection laws by storing personal information as required. Our security systems are designed to prevent unauthorized access, loss, damage, or destruction of your personal information. We take the security of your personal information seriously and have implemented technical and organizational measures to protect it. Regular audits are conducted to ensure the safety and security of your information. Your personal information is stored electronically and may be accessible to authorized personnel on a need-to-know basis. Some information may also be retained in hard copy if necessary. We retain personal information in accordance with our records retention policies, which vary based on the type of processing and purpose. We calculate retention periods based on fulfilling our purposes, meeting regulatory timelines, complying with laws and obligations, and addressing your requests.



## Your Rights

Subject to applicable law, you may have certain rights regarding the personal information we hold about you. These rights may include:

- **Access:** You have the right to request access to the personal information we hold about you and obtain a copy of that information.
- **Correction:** You have the right to request correction of any inaccurate or incomplete personal information we hold about you.
- **Deletion:** You have the right to request deletion of your personal information in certain circumstances, such as when the information is no longer necessary for the purposes for which it was collected or if you withdraw your consent.
- **Objection:** You have the right to object to the processing of your personal information in certain circumstances, including for direct marketing purposes.
- **Restriction:** You have the right to request the restriction of processing of your personal information in certain situations, such as when you believe the information is inaccurate or the processing is unlawful.
- **Data Portability:** Where applicable, you have the right to receive a copy of your personal information in a structured, commonly used, and machine-readable format and have the right to transmit that data to another controller.
- **Consent Withdrawal:** If we rely on your consent to process your personal information, you have the right to withdraw your consent at any time. This will not affect the lawfulness of processing based on consent before its withdrawal.
- **Complaints:** If you believe that we have violated your privacy rights, you have the right to lodge a complaint with the relevant data protection authority in your jurisdiction.



- To exercise your rights or if you have any questions or concerns regarding the processing of your personal information, you can contact us using the contact details provided in the privacy policy.

## International Data Transfers

If you are located outside the country where we collect your personal information, your information may be transferred to and processed in other countries that may have different data protection laws than your country of residence. We will take appropriate safeguards to ensure that your personal information is protected in accordance with applicable privacy laws.

## Updates to the Privacy Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal obligations. We will provide notice of any material changes to this policy by posting the updated version on our website or through other communication channels.


We encourage you to review this privacy policy periodically to stay informed about how we handle your personal information.

Please note that the above information is a general overview of a privacy policy and may not represent the specific details or provisions of any particular privacy policy. It's important to review the actual privacy policy of the organization or service you are interacting with to understand their specific practices and procedures regarding the collection, use, and protection of personal information.





**BOUTIQUE SECURITY**  
SECURITY IN FINE DETAIL

 010 211 9259

 [Info@boutiquesecurity.co.za](mailto:Info@boutiquesecurity.co.za)

 355 Oak Avenue, Ferndale

## Contact Us

Any comments, questions or suggestions about this privacy statement or our handling of your personal information should be emailed to [info@boutiquesecurity.co.za](mailto:info@boutiquesecurity.co.za). Alternatively, you can contact us at the following telephone number: 010 211 9259

## Complaints

Should you wish to discuss a complaint, please feel free to contact us using the details provided above.

- All complaints will be treated as a confidential matter.

You can also complain to the Information Regulator if you are unhappy with how we have used your Information. Their contact details are as follows:

## The Information Regulator (South Africa)

33 Hoofd Street  
Forum III, 3rd Floor Braampark  
P.O Box 31533  
Braamfontein, Johannesburg, 2017

Complaint's email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)