



NMBM Data Privacy Policy

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1. PREAMBLE

- 1.1 The Nelson Mandela Bay Municipality (NMBM) is committed to collecting and using your personal information responsibly. The privacy and protection of the user's personal information is of utmost importance to NMBM.
- 1.2 The NMBM is subject to the provisions of the Protection of Personal information Act (POPIA) which gives effect to the constitutional right to privacy, contained in Section 14 of the Bill of Rights. The Act requires that the privacy of an individual's personal information is protected and the rules regarding the collection, retention, use, disclosure and disposal of personal information in its custody or control are followed.
- 1.3 The NMBM strived to ensure that only the required personal information is collected in accordance with authorized statutes, by-laws and complies with the privacy provisions. Most of the information is accessible on the NMBM's website, and the NMBM will ensure that all the necessary security controls are in place to protect the user's rights of privacy whilst on the website.
- 1.4 The privacy policy give guidelines on how personal data is collected, processed, and retained.

2. TYPE OF INFORMATION COLLECTED

- 2.1 NMBM collects different types of personal information. The information is grouped as follows
 - a) **Identity Information** - including first name, maiden name, last name, country of residence, username or similar identifier, title, date of birth and gender, or the information about your company such as company registration details, company address and name.
 - b) **Contact Information** - including email address, physical/registered addresses, social media contact details and telephone numbers.
 - c) **Usage Data** - including information about how you use our organisation, Website, surveys, events and Services.
 - d) **Social Media Information** - including all information accessible on your publicly available profile such as images, photos, photo tags, likes, followers, comments, posts and stories.
 - e) **Financial information** - including bank account details, third-party payment provider information and payment card details (which we do not store but only provide to our authorised third-party payment service provider under contract with NMBM).
 - f) **Transaction Information** - including details about payments to and from you, contracts, contractual terms, contract fees, signups, subscriptions, invoices and other details of services you have obtained from or provide to NMBM.
 - g) **Marketing and Communications Information** - including the user's preferences in receiving notices, communication preferences and marketing from the NMBM and its third parties..
 - h) **Technical Information** - including internet protocol address/es, user's login data, browser type and version, time zone setting and location,

cookies, browser plug-in types and versions, operating system and platform and other technology on the devices that the user uses to access the NMBM website.

3. PERSONAL INFORMATION COLLECTED

- 3.1 The NMBM collects, processes and retains personal information for the following reasons:
- a) To process the user's requests for services, products or additional information;
 - b) To communicate or contact the user regarding services requested by the user;
 - c) To advise the user of the changes to NMBM services and interruptions of service:
 - i. To meet legal and regulatory requirements;
 - ii. To maintain a payment history;
 - iii. To collect unpaid accounts;
 - iv. To establish, administer and maintain billing, payment and other services related to accounting as well as security measures concerning business and customer relationship information with the NMBM.

4. DISCLOSURE OF PERSONAL INFORMATION

- 4.1 NMBM does not sell or rent the user's personal information. NMBM will never share any data without the user's consent.
- 4.2 The NMBM will share personal information with:
- a) Service providers contracted by NMBM to deliver products or services. NMBM has agreements in place to ensure all contracted service providers comply with privacy requirements as stipulates in POPIA;
 - b) Law enforcement authorities to comply with legal obligations;
 - c) Internal and external auditors for auditing purposes.

5. PROTECTION OF USER'S PERSONAL INFORMATION

- 5.1 NMBM has in place a variety of security measures and technologies to ensure that the user's personal information is protected. This includes but is not limited to:
- a) passwords to protect electronic information.
 - b) firewalls for network security;
 - c) backup and storage standards for personal information;
 - d) policies regarding the removal of records from the workplace, security of records in locked cabinets, locking records in secure areas, etc.
 - e) privacy and access control policies and procedures to help restrict unauthorized access or release of the user's personal information;
 - f) disposal of personal information in a confidential manner such as shredding, censoring, pulping; etc.

6. USE OF “COOKIE” TECHNOLOGY

- 6.1 Cookie is a computer code used by the websites to store and track user activities. Cookies do not contain any personal identifying information. NMBM uses cookies merely to improve the users web browsing experience. Users can disable or enable cookies when the need arises.

7. USERS’ RIGHTS

- 7.1 NMBM is committed to ensuring that the rights of the users are considered in everything that is done by the NMBM. Users have the right to access or object to processing of their personal information. Users also have the right to ask NMBM to correct or delete their personal information.

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