

To all clients

**RE: NOTICE IN TERMS OF SECTION 18(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013**

The long awaited Protection of Personal Information Act ,4 of 2013 (“the Act”) was enacted and will become effective 01 July 2021.

This Act will regulate the processing of personal information of persons (whether natural or juristic persons).

The aim of this Act is to protect the right of privacy, including the protection of information and how personal information is to be collected, stored, and managed.

It is important to know, that being client of Solver, your personal information is processed. In this regard, Solver is the operator and your community scheme the responsible party, as envisaged by the Act.

Which personal information does Solver have?

Kindly note that Solver holds the following personal information about you:

- All personal information required in terms of the governing legislation and/or founding documents of the scheme, including:
  - Full names;
  - Identity Numbers, Passport Numbers and/or Registration Number (in the case of juristic persons);
  - Contact details, including, cell phone numbers and email addresses, or the like;
  - Unit number and mailing addresses; and/or
  - Any other personal information so required by the governing legislation and/or founding documents.
- All personal information required to give effect to your and/or the scheme’s legitimate interest to further the management and administration of the scheme, including:
  - In instances where your biometrics, in whatsoever fashion, is used to provide you access into the scheme – such biometric information;
  - In instances where your contact details are required for providing your visitors access to the scheme – such contact details; and

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- Any other personal information processed pursuant to your and/or the scheme's legitimate interest to further the administration and management of the community scheme.
- Where your personal information is processed for any other reasons, such as for marketing purposes, Solver undertakes to obtain your prior consent for such processing.

#### Why do we process your personal information?

In order for Solver to process your personal information lawfully, we must process your personal information for one (or more) of the following reasons:

- Pursuant to a statutory obligation (i.e. legislation is requiring the scheme to process your personal information), the is the most common justification for the processing of your personal information, this includes, *inter alia*:
  - Keeping a register of owners and tenants (inclusive of certain personal information);
  - Transmitting notices, as required by the governing legislation, for the purposes of: convening meetings; transmitting agendas; transmitting resolutions; or otherwise where the governing legislation requires the scheme to provide owners with notice, for whatsoever reason;
  - Compiling and transmitting statements of account for your monthly levy contributions and other ancillary charges;
  - Transmitting your personal information to debt collectors, legal practitioners, or the like for the collection of arrear levy contributions and/or otherwise ensuring your compliance with the governing legislation and founding documents of the scheme;
  - Utilising your personal information in the preparation of the financial records of the scheme; and/or
  - Any further processing activities so required by the governing legislation.
- Pursuant to a contractual obligation (i.e. where the scheme's founding documents, or any other agreement, requires the processing of your personal information);
- Pursuant to your and/or the scheme's legitimate interest (i.e. where the scheme is required to process your personal information to further the management and administration of the scheme and to promote harmonious living within the scheme); and/or
- Pursuant to your consent for such processing activity (i.e. where the scheme processes personal information for any other reason, the scheme will be required to obtain your consent).

It is noteworthy that where personal information is processed based on any other justification (other than your consent), Solver and/or the scheme is not required to obtain your consent for such a processing activity.

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Which third parties have access to your personal information?

In order to properly attend to the administration and management of the scheme, your personal information may be transmitted to the following third parties:

- Any service providers of the Solver (such Security Companies; Utility Management Companies; Auditors; Complex Suppliers; etc.) to perform any function of the scheme which requires the processing of your personal information;
- Attorneys, debt collectors or the like;
- Off-site and/or cloud based backup companies;
- Upon legitimate request, any other owner or tenant of the scheme; and
- Any other third party so required to attend to the management and administration of the scheme.

Solver is committed to protecting the personal information of its members and tenants, so to ensure that personal information is exclusively processed on a lawful basis.

Should you require any further assistance and/or clarification, kindly consider Solver's privacy policy.

Feel free to contact us if you have any queries in this regard.

Kind regard,

Management  
Solver Property Services