

**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 a client of Urban Utilities, your personal information is processed. In this regard, Urban Utilities is the responsible party, as envisaged by the Act.

Which personal information does Urban Utilities have?

Kindly note that Urban Utilities holds the following personal information about you:

- All personal information required in terms of the governing legislation and/or founding documents of the utility management process, 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 utility process legitimate interest to further the management and administration of the utility management, including:
  - In instances where your biometrics, in whatsoever fashion, is used to provide you access to the utility portal
    - profile access;

- In instances where your contact details are required for providing you access to notifications
- Any other personal information processed pursuant to your and/or you profile
  - Where your personal information is processed for any other reasons, such as for marketing purposes, Urban Utilities undertakes to obtain your prior consent for such processing.

### Why do we process your personal information?

In order for Urban Utilities 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 utility management structure to process your personal information), this is the most common justification for the processing of your personal information, this includes, *inter alia*:
  - Keeping a register of property owners and tenants (inclusive of certain personal information);
  - Transmitting notices, alerts, portal communication, as required by the utility management structure, for the purposes of: managing property utilities; or otherwise where the utility management process requires the utility portal/Urban Utilities to provide owners with notice, for whatsoever reason;
  - Compiling and transmitting statements of account for your monthly utility consumptions and other ancillary charges;
  - Transmitting your personal information to debt collectors, legal practitioners, or the like for the collection of arrear utility bills and/or otherwise ensuring your compliance with the governing legislation and founding documents of the utility management structure;
  - Utilising your personal information in the preparation of the financial records of the company; and/or
  - Any further processing activities so required by the governing legislation.
- Pursuant to a contractual obligation (i.e. where the utility process documents, or any other agreement, requires the processing of your personal information);
- Pursuant to your and/or the utility process's legitimate interest (i.e. where the company is required to process your personal information to further the management and administration of the utility process.
- Pursuant to your consent for such processing activity (i.e. where Urban Utilities 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), Urban Utilities and/or the utility portals are not required to obtain your consent for such a processing activity.

Which third parties have access to your personal information?

In order to properly attend to the administration and management of utility services, your personal information maybe transmitted to the following third parties:

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

Urban Utilities is committed to protecting the personal information of its users, clients, so to ensure that personal information is exclusively processed on a lawful basis.

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

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

Kind regard,



Management  
Urban Utilities