

CRIME WATCH

CLIENT PRIVACY POLICY

THE PROTECTION OF PERSONAL INFORMATION ACT

This Privacy Policy explains what personal information Crime Watch requires from its clients, what such personal information is used for, and how personal information is stored and disposed of.

PERSONAL INFORMATION

The following personal information is collected for the purposes of rendering the service which Crime Watch is contracted to provide to the client:

- Names
- Postal & residential address details
- Identity number
- Telephone numbers
- Email address
- Bank details
- Passwords

USE OF PERSONAL INFORMATION

Crime Watch uses the personal information provided by the client to render the security services for which Crime Watch has been contracted.

Use includes but is not limited to:

- Monitoring of client alarm system
- Dispatch of armed response officers in the event of an alarm activation or incident
- Communication with client with regard to security issues
- Processing of accounting documents
- Processing of service fee payments
- Communication with regard to policy, reports, security features and upgrades

DISCLOSURE OF PERSONAL INFORMATION

Personal information is disclosed to third party services providers involved in the delivery of related services. Agreements are in place to ensure that third party service providers comply with the privacy requirements of the POPI Act. Third party service providers include, but are not limited to:

- Listener / Oryx Systems & Software – alarm monitoring software
- Sharp Spring – email communication software
- Netcash – payment / debit order software
- SPOC – telephone database management services
- AURA – Incident dispatch vehicle response GPS monitoring software.

PROTECTION OF PERSONAL INFORMATION

Crime Watch is obliged to provide adequate protection for all personal information that is held, and to prevent unauthorized access to and use of such information. Security controls include but are not limited to:

- Physical security – access control / locked office
- Computer and network security
- Firewalls
- Governance and regulatory security

ACCESS TO PERSONAL INFORMATION & DISPOSAL

The client has the right to request a copy of their personal information held by Crime Watch. The client has an obligation to ensure that any changes to their personal information is communicated to Crime Watch in order for that information to be current and correct. On cancellation of the service contract between Crime Watch and the client, Crime Watch undertakes to remove and destroy all physical and digital personal information held.

INFORMATION OFFICER

Any queries or requests with regard to the protection of personal information can be directed to the Information Office and the offices of Crime Watch.

INFORMATION OFFICER:

GILL GINSBERG

DATE:

29 JUNE 2021