

Privacy Policy for Madeira Isles

Privacy Policy

Effective Date: January 2025

Madeira Isles respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard your information.

1. Information We Collect

We collect the following types of personal information:

- Personal identification details (e.g., name, ID/passport number).
- Contact information (e.g., phone number, email address).
- Financial information (e.g., proof of payment, banking details for refunds).
- Supporting documents (e.g., proof of residence, academic records).

2. How We Use Your Information

We use your personal information to:

- Process your application for student accommodation.
- Verify your identity and supporting documents.
- Communicate updates about your stay and services.
- Comply with legal and regulatory requirements.

3. Sharing Your Information

We do not sell your personal information. However, we may share it with:

- Service providers (e.g., maintenance contractors, IT support).
- Government authorities when required by law.
- Financial institutions for payment processing.

4. Data Security

We implement appropriate security measures to protect your personal information against unauthorized access, loss, or misuse.

5. Your Rights

Under POPIA, you have the right to:

- Access the personal information we hold about you.

- Request correction or deletion of your personal information.
- Object to the processing of your personal information.

6. Retention of Information

We retain personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by law.

7. Contact Us

For questions or concerns about this Privacy Policy or how we handle your personal information, contact us at:

- **Email:** [devin.canosa@tmm.co.za]

E&OE

POPIA Compliance Document for Madeira Isles

POPIA Compliance Statement

Madeira Isles is committed to complying with the **Protection of Personal Information Act (POPIA)** and ensuring that the personal information of students is processed lawfully, transparently, and securely.

1. Purpose of Processing Personal Information

We process personal information to:

- Administer student accommodation applications.
- Fulfill contractual agreements.
- Ensure compliance with South African laws.

2. Consent

By submitting personal information to Madeira Isles, students consent to the collection, use, and storage of their information as described in our Privacy Policy.

3. Data Protection Officer

The appointed Data Protection Officer (DPO) is responsible for ensuring POPIA compliance. You can reach the DPO at [devin.canosa@tmm.co.za].

4. Lawful Basis for Processing

We process personal information based on:

- Consent provided by the student.
- The necessity to perform a contract.
- Compliance with legal obligations.

5. Rights of Data Subjects

Students have the following rights under POPIA:

- **Right to Access:** Request access to their personal information.
- **Right to Rectification:** Request corrections to inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of data, subject to legal requirements.
- **Right to Object:** Object to specific types of data processing.

6. Breach Notification

In the event of a data breach, Madeira Isles will notify affected individuals and the Information Regulator within a reasonable timeframe.

7. Data Security

We implement physical, electronic, and procedural safeguards to secure personal information.

8. Third-Party Sharing

We ensure third-party service providers who access personal information comply with POPIA and sign confidentiality agreements.