



DREAM
HOTELS & RESORTS

**DATA SUBJECT ACCESS PROCEDURE
PROTECTION OF PERSONAL INFORMATION ACT
AND
PROMOTION OF ACCESS TO INFORMATION ACT**

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GUIDELINE

1. INTRODUCTION

In accordance with applicable data protection laws and regulations, including the Protection of Personal Information Act, 4 of 2013 (POPIA) and the Promotion of Access to Information Act 22 (PAIA) and any other relevant privacy frameworks, this procedure outlines the process by which Data Subjects can request access to their personal information held by Dream Hotels & Resorts (THE COMPANY) and all its subsidiary and associate companies and legal entities.

The right to access Personal Information is a fundamental aspect of data privacy, empowering Data Subjects to understand, verify, and control how their Personal Information is Processed. This procedure ensures that all requests for Personal Information are handled promptly, securely, and transparently, respecting the rights of data subjects while maintaining compliance with legal obligations.

By following this procedure, THE COMPANY demonstrates its commitment to data protection principles, fostering trust and accountability in its handling of Personal Information.

2 PURPOSE

THE COMPANY respects the rights of Data Subjects to:

- Access Records containing their Personal Information;
- Correct or delete inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or illegally obtained Personal Information;
- Request the destruction or deletion of Records which contain their Personal Information;
- Withdraw their consent in respect of direct marketing; and
- Object to the processing of their Personal Information when it is not necessary for the conclusion or performance of a contract to comply with an obligation imposed by law.

3 LEGISLATION

a) This procedure gives effect to THE COMPANY's responsibility as a Responsible Party in terms of the *Protection of Personal Information Act 4 of 2013* (POPIA), as well as THE COMPANY's responsibilities under the *Promotion of Access to Information Act 2 of 2000* (PAIA) and any contractual obligations, if applicable.

This Procedure should be read together with our Privacy Notice and our PAIA Manual. These documents can be accessed on our website at www.dreamresorts.co.za.

4 INTENDED AUDIENCE

This procedure is intended for any Data Subject who wishes to exercise their rights in respect of their Personal Information, by:

- Acquiring access to their Personal Information held by THE COMPANY;
- Requesting THE COMPANY to correct or delete their Personal Information;
- Requesting THE COMPANY to delete or destroy any record containing their Personal Information;
- Withdrawing their consent to the Processing of their Personal Information in respect of direct marketing; and
- Objecting to the Processing of their Personal Information.

5. DEFINITIONS

5.1 *Data Subject*

A Data Subject is the person, natural or juristic, to whom the Personal Information relates.

5.2 *Personal Information*

Personal Information means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

- a) Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, birth of the person;
- b) Information relating to the education or the medical, financial, criminal or employment history of the person;
- c) Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- d) The biometric information of the person;
- e) The personal opinions, views or preferences of the person;
- f) Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- g) The views or opinions of another individual about the person; and
- h) The name of the person if it appears with other personal information relating to the person or if the disclosure of the name would reveal information about the person.

5.3 *Processing*

Processing means any operations or activity or any set of operations, whether or not by automatic means, concerning personal information, including

- a) The collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- b) Dissemination by the means of transmission, distribution or making available in any other form; or
- c) Merging, linking, as well as restriction, degradation, erasure or destruction of information.

5.4 *Record*

Record means any recorded information-

- Regardless of form or medium, including any of the following:
 - Writing on any material;
 - Information produced, recorded or stored by means of any tape-recorded, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
 - Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
 - Book, map, plan, graph or drawing;
 - Photograph, film, negative, tape or other device in which or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
- In the possession or under the control of a Responsible Party;
- Whether or not it was created by the Responsible Party; and

- Regardless of when it came into existence.

5.5 Responsible Party

In this context, the Responsible Party refers to THE COMPANY, alone or in conjunction with its subsidiaries, associate companies and legal entities.

6. REQUESTS

There are three requests that the Data Subject can lodge by completing the relevant request forms and submitting them, namely:

- Access to Personal Information; or
- Correction or deletion of Personal Information, or deletion and destruction of Records containing Personal Information; or
- Objection to the Processing of Personal Information / Withdrawal of consent.

6.1 REQUEST FOR ACCESS TO PERSONAL INFORMATION

6.1.1 Data Subjects' right

Section 23 of the *Protection of Personal Information Act, 4 of 2013* (POPIA) contains the right of Data Subjects to request from a Responsible Party to confirm, free of charge, whether or not it holds Personal Information about the Data Subject, and the Data Subjects may request the record or a description of the Personal Information, including:

- Information about the identity of all third parties;
- Categories of third parties,

Who have, or have had, access to their Personal Information.

The provisions of section 18 and 53 of the *Promotion of Access to Information Act 4 of 2000* (PAIA) apply to the request for access to personal information.

6.1.2 Procedure

The procedure as set out in our PAIA manual which can be accessed on our website; www.dreamresorts.co.za applies.

If a Data Subject wishes to obtain access to a record of THE COMPANY containing their Personal Information, they must complete **Form A** attached hereto, comprehensively. Once Form A is completed and signed, the Data Subject must send via e-mail it to info@dreamresorts.co.za.

6.2 REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

6.2.1 Data Subjects' rights

Section 24 of POPIA contains the right of Data Subjects to request a Responsible Party to correct or delete Personal Information about the Data Subject, which is in its possession or under its control, that is inaccurate, irrelevant, excessive or out of date, incomplete, misleading or obtained unlawfully. In addition, Data Subject may also request a Responsible Party to destroy or delete a record of Personal Information

6.2.2 Procedure

If a Data Subject wants to exercise their rights in terms of section 24, the Data Subject must complete **Form "B"** attached hereto, comprehensively. Once Form B is completed and signed, the Data Subject must send it via e-mail to info@dreamresorts.co.za

. No request fee is payable.

Once THE COMPANY has received the Data Subject's completed Form B, THE COMPANY must consider the request and as soon as reasonably practicable, either-

- a) Correct the information;
- b) Destroy or delete the information;
- c) Provide the Data Subject, to their satisfaction, with credible evidence in support of the information; or
- d) Where an agreement cannot be reached between THE COMPANY and the Data Subject, and if the Data Subject so requests, take such steps as are reasonable in the circumstances, to attach to the information in such a manner that it will always be read with the information, an indication that a correction of information has been requested but has not been made.

THE COMPANY must notify the Data Subject of the action that has been taken as a result of their request, within 30 days of the receipt of the request.

If THE COMPANY has taken the steps above, which results in a change to the information and the changed information has an impact on decision that have been or will be taken in respect of the Data Subject, then THE COMPANY must, if reasonably practicable, inform each person or body or responsible party to whom the Personal Information has been disclosed of those steps.

6.3 OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

6.3.1 Data subjects' rights

In terms of section 11(3) of POPIA, the Data Subject may at any time during the Processing of Personal Information, object-

- a) On reasonable grounds relating to their particular situation (unless legislation provides otherwise), to the Processing of their Personal Information by way of:
 - a. Consent by the Data Subject;
 - b. Consent by a competent person where the Data Subject is a child;
 - c. Necessity to carry out actions for the conclusion or performance of a contract to which the Data Subject is a party;
 - d. Compliance with an obligation imposed by law on the responsible party;
 - e. Protection of a legitimate interest of the Data Subject; or
- b) To the processing of the Data Subject's Personal Information for purposes of direct marketing other than direct marketing by means of unsolicited communications.

Once the Data Subject has objected to the Processing of Personal Information, THE COMPANY may no longer process the Personal Information.

6.3.2 Procedure

If a Data Subject wants to exercise their rights in terms of section 24, the Data Subject must complete **Form "C"** attached hereto, comprehensively. Once Form B is completed and signed, the Data Subject must send it via e-mail to . No request fee is payable.

Once THE COMPANY has received the Data Subject's completed Form C, THE COMPANY must as soon as reasonably practicable, confirm that the Data Subject's request has been received, whether the objection is valid in terms of POPIA, and whether the objection has been actioned.

FORM "A": REQUEST FOR ACCESS TO RECORD OF A PRIVATE BODY

(Section 53(1) of the *Promotion of Access to Information Act*, 2 of 2000, Regulation 10)

A. PARTICULARS OF THE PRIVATE BODY

The particulars of the Responsible Party from which you are requesting access: *(select the appropriate)*

Dream Hotels & Resorts (Pty) Ltd

The Dream Vacation Club

To: The Information Officer

Email: info@dreamresorts.co.za

Phone number: 011 267 8300

Address: 310 Main Road, Bryanston, 2021

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- a) *The particulars of the person who requests access to the record must be provided below.*
- b) *The address in the Republic to which information is to be sent is to be provided.*
- c) *Proof of capacity in which the request is made, if applicable, must be attached.*

Full names:	
Surname:	
Identity number:	
Postal address:	
Telephone number:	
E-mail address:	
Capacity in which request is made, when made on behalf of another person:	

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names:	
Surname:	
Identity number:	

D. PARTICULARS OF RECORD

- a) *Provide full particulars of the record to which access is requested, including the reference number, if that is known to you, to enable the record to be located.*
- b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

Description of record or relevant part of the record:

Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	

E. FEES

- a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee**, has been paid.*
- b) *You will be notified of the amount required to be paid as the request fee.*
- c) *The **fee payable for access** to a record depends on the form in which access is required, and the reasonable time required to search for and prepare a record.*
- d) *If you qualify for an exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption:

F. FORM OF ACCESS OF RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:**Form in which record is required:**

Mark the appropriate box with an **X**.

NOTES:

- a) *Compliance with your request in the specified form may depend on the form in which the record is available.*
- b) *Access in the form requested may be refused in certain circumstances. In such case, you will be informed if access will be granted in another form.*
- c) *The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

If the record is in written or printed form:

Copy of record*

Inspection of record

If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images

Copy of the images*

Transcription of the images*

If record consists of recorded words or information which can be reproduced in sound:

Listen to the soundtrack (audio cassette)

<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)
If the record is held on computer or in an electronic or machine-readable form:	
<input type="checkbox"/>	Printed copy of record*
<input type="checkbox"/>	Printed copy of information derived from the record*
<input type="checkbox"/>	Copy in computer readable form* (stiffy or compact disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

*If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you like to be informed of the decision regarding your request for access to the record?

Signature of requester / person on whose behalf request is made	
Full names and surname:	
Date:	
Place:	

FORM "B": REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION

(in terms of section 24 of the *Protection of Personal Information Act*, 4 of 2013, Regulation 3(2))

Note:

1. Affidavits or documentary evidence in support of the request must be attached.
2. If the space provided in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number: _____

Mark the appropriate box with an "x".

REQUEST FOR:	
<input type="checkbox"/>	Correction or deletion of the personal information about the data subject which is in possession or under control of the responsible party.
<input type="checkbox"/>	Destroying or deletion of a record about the data subject which is in the possession or under the control of the responsible party and who is no longer authorized to retain the record of information.

A. DETAILS OF DATA SUBJECT	
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

B. DETAILS OF THE RESPONSIBLE PARTY	
Name:	<input type="checkbox"/>

Business Address:	
Contact number(s):	
E-mail address:	

C. REASONS FOR THE

***CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT /**

***DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN THE POSSESSION OF THE RESPONSIBLE PARTY**

*(*Delete whichever is not applicable)*

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Signature of Data Subject:	
Full names and surname:	
Date:	
Place:	

FORM "C": OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

(in terms of section 11(3) of the *Protection of Personal Information Act, 4 of 2013, Regulation 2(1)*)

Note:

1. Affidavits or documentary evidence in support of the request must be attached.
2. If the space provided in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Reference Number: _____

A. DETAILS OF DATA SUBJECT	
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

B. DETAILS OF THE RESPONSIBLE PARTY	
Name:	<input type="checkbox"/>
Business Address:	
Contact number(s):	
E-mail address:	

C. REASONS FOR OBJECTION *(Please provide detailed reasons for the objection)*

Signature of Data Subject:	
Full names and surname:	
Date:	
Place:	