



DREAM
HOTELS & RESORTS

PROTECTION OF PERSONAL INFORMATION COMPLAINTS PROCEDURE

1. Purpose

1.1 We respect your privacy and take the protection of personal data very seriously. The purpose of this policy is to set out the necessary steps to effectively and efficiently identify and report potential issues in how we have processed your personal data.

1.2 For more information on how we collect, use and process your personal data, please see our Privacy Policy on our website available at www.dreamresorts.co.za.

1.3 This policy is intended for our customers, suppliers and employees who are all our data subjects.

2. Legislation

2.1 This policy gives effect to many of our responsibilities as a responsible party in terms of the Protection of Personal Information Act 4 of 2013 (POPIA).

3. Types of complaints

3.1 You should use this policy where you have a concern about the way we are handling your information, for example if you feel that we:

- are unlawfully processing your personal information;
- are not keeping your personal information secure;
- are misusing your personal information;
- are keeping personal information about you for longer than is necessary; or
- have unlawfully disclosed your personal information;
- have collected personal information for one reason and are using it for something else,
- have accessed your personal information without your authorisation.
- hold inaccurate personal information about you;

4. How to make a complaint

4.1 If you wish to complain about how we have processed your personal information, or how your complaint has been handled, please contact us with the following information by sending an email to info@dreamresorts.co.za

- All necessary information (such as your account number and what you think we have done wrong)
- Any evidence in support of the complaint
- Contact details such as email address and telephone number
- Full name of the person lodging the complaint
- How the personal data was collected (if known)
- The timeframe over which the suspected wrongdoing occurred (if known)

4.2 Our Information Officer (IO) will acknowledge receipt of your complaint within 3 (three) business days. While we try to respond as promptly as possible, resolution times will vary depending on the nature of the complaint. Our IO will liaise with our relevant departments to investigate your complaint. You will be notified of the outcome of your complaint as well as any action taken.

4.3 If you are unhappy with how your complaint was handled, or the outcome of your complaint, then you may appeal by writing to our DIO at info@dreamresorts.co.za outlining your reasons.

4.4 If you remain unhappy after the appeals process you may forward your complaint to the Information Regulator at:

The Information Regulator (South Africa)

Physical Address:

Woodmead North Office Park
54 Maxwell Drive, Woodmead,
Johannesburg 2191

Complaints email: complaints.IR@justice.gov.za

General enquiries email: infoereg@justice.gov.za.