



## Privacy Notice – Website Enquiry

This privacy notice informs you of the information we collect from you when you submit an enquiry to us via our website. In collecting this information, we are acting as a Responsible Party and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

### **Who are we?**

We are UGU District Municipality. Our address is PO Box 33, Port Shepstone, 4240. You can contact us by post at the above address, by email at [enquiries@ugu.gov.za](mailto:enquiries@ugu.gov.za) or by telephone on:

- 24 Hour Toll free number: 08000 928 37
- SMS: 44751
- Admin (Office hours) : 039 688 5700

### **What personal data do we collect?**

When you submit an enquiry to us, we ask you for your name, your email address and a brief description of your enquiry.

### **Why do we collect this information?**

We will use your information to respond to your enquiry and hopefully to provide you with the information you need. We do this in order to take steps at your request prior to entering into a contract i.e. as part of pre-sales activity.

### **What do we do with your information?**

Your information is stored in our on premise and cloud datacentres.

We will read your message and normally respond to you either via telephone or via email. We may ask for your consent to retain your information in our CRM system in order to send you further information that we think may be of interest to you.

We will not use the information to make any automated decisions that might affect you.

### **How long do we keep your information for?**

Your personal information is kept in our CRM system for one month unless you give us your consent to send you marketing information on an ongoing basis, in which case we will keep it for as long as you continue to consent.

### **Your rights over your information**

By law, you can ask us what information we hold about you, you can see it, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information at any time, either by clicking the unsubscribe link at the end of any email communication, or by emailing, writing or telephoning us using the contact details above.

**Your right to complain**

If you have a complaint about our use of your personal information, we would prefer you to raise it with us in the first instance to give us the opportunity to put it right, but you can also contact the Information Regulator's Office via their website at [www.justice.gov.za/infoereg/contact.html](http://www.justice.gov.za/infoereg/contact.html) by email at [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za) or write to them at:

The Information Regulator (South Africa)  
JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg  
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