Waterford Estate Privacy Policy

Introduction

Waterford Estate ("we", "us", "our") respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 2013 ("POPIA") of South Africa.

This Privacy Policy explains how we collect, use, store, protect, and disclose personal information obtained through our website and business operations.

Information We Collect

We may collect and process the following personal information:

- Full name
- Email address
- Telephone number
- Company name (where applicable)
- Physical or postal address
- Information submitted through contact forms, booking requests, newsletter subscriptions, or other website interactions
- Website usage information collected through cookies and analytics tools

How We Use Your Information

We process personal information for legitimate business purposes, including:

- Responding to enquiries and requests
- Managing services
- Providing customer support
- Sending communications you have requested
- Improving our website and services
- Meeting legal and regulatory obligations

We will only process your personal information where we have a lawful basis to do so.

Protection of Personal Information

Waterford Estate takes reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration, or destruction.

Access to personal information is limited to authorised personnel and authorised service providers who require it to perform their duties.

Sharing of Information

We do not sell, rent, or trade personal information.

Personal information may be shared with trusted service providers who assist us in operating our website or conducting our business, provided they maintain appropriate confidentiality and security measures.

We may also disclose personal information where required by law.

Cookies and Website Analytics

Our website may use cookies and similar technologies to improve user experience, analyse website traffic, and enhance website functionality.

You may adjust your browser settings to refuse cookies; however, some website features may not function correctly.

Your Rights Under POPIA

You have the right to:

- Request access to your personal information.
- Request correction or updating of inaccurate information.
- Request deletion of personal information where permitted by law.
- Object to certain forms of processing.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Regulator of South Africa.

Retention of Information

Personal information will only be retained for as long as necessary to fulfil the purpose for which it was collected or as required by applicable law.

Contact Information

If you have any questions regarding this Privacy Policy or wish to exercise your rights under POPIA, please contact:

Information Officer: Jean Van Zyl

Email: Wehoa@waterford.co.za

Telephone: 067 045 2195

Changes to This Privacy Policy

Waterford Estate reserves the right to amend this Privacy Policy from time to time. Any updates will be published on this page together with a revised Effective Date.