Privacy Statement for www.metsimaholo.gov.za

Effective date: September 2026

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information when you use the website and tells you about your privacy rights and how the law protects you.

We use your Personal data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

By accessing and using www.metsimaholo.gov.za, you consent to the practices described in this Privacy Policy.

1. **Information We Collect:**

1.1. Personal Information
We may collect personal information that you voluntarily provide to us, such as your name, email address, contact number, and other details when you interact with our website, subscribe to our newsletters, view your account, apply for employment or participate in online surveys etc. This may also include identity number (where required), physical address, or other information necessary for municipal operations.

1.2. Usage Data
We may automatically collect certain information about your device and how you interact with our website. This information may include your IP address, browser type, operating system, referring URLs, and pages viewed.

2. **Use of Information**

2.1. Personal Information
We will only use your personal information for the purposes it was collected. These purposes may include responding to your inquiries, sending newsletters or updates if you subscribed to them, and providing you with relevant information about Metsimaholo Local Municipality.

2.2. Usage Data

The usage data we collect is used to analyze trends, administer the website, and improve our services and content for better user experiences.

3. Disclosure of Information

In utilizing our website, you give consent that:

3.1. We may share your personal information with authorized personnel within Metsimaholo Local Municipality who need access to such information to perform their official duties.

3.2. We may also disclose your information to third-party service providers or contractors who assist us in operating the website or providing services to you. These third parties are obligated to maintain the confidentiality and security of your personal information. Such parties are required to comply with applicable data protection laws and confidentiality agreements.

3.3. We may disclose your information to comply with applicable laws, regulations, or legal processes, or to protect the rights, property, or safety of Metsimaholo Local Municipality, its employees, or the public.

4. Cookies and Similar Technologies

Our website may use cookies and similar technologies to enhance your browsing experience. These technologies help us understand user preferences, track usage patterns, and improve website functionality. You have the option to disable cookies through your browser settings, but this may limit certain features of our website.

5. Retention of information

We retain personal information only for as long as necessary to fulfil the purposes described in this notice, or as required by the National Archives and Records Service of South Africa Act, the Municipal Finance Management Act, and other applicable legislation and the Municipality's approved record retention and disposal schedule. Thereafter, information is securely destroyed, deleted, or anonymised.

6. **Data Security**

Metsimaholo Local Municipality is committed to safeguarding your personal information and takes reasonable measures to protect it against unauthorized access, disclosure, alteration, or destruction. These measures include administrative, technical, and physical safeguards appropriate to the sensitivity of the information.

However, no method of data transmission over the internet or electronic storage is entirely secure, and we cannot guarantee absolute security. In the event of a data breach, appropriate steps will be taken in accordance with applicable laws.

7. **Your Rights**

In terms of section 5 of POPIA, you have the following rights regarding your personal information held by the Municipality:

Right	What it means for you
Be notified that your information is being collected	You have the right to know when the Municipality collects your personal information, and this notice is how we meet that duty.
Be notified of a security compromise	If your personal information is accessed or acquired by an unauthorised person, we will notify you and the Information Regulator as required by POPIA.
Establish whether the Municipality holds your information, and request access to it	You may ask us to confirm whether we hold personal information about you, and request a record or description of that information.
Request correction, destruction or deletion	You may ask us to correct, update, destroy or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or obtained unlawfully.
Object to processing	You may object, on reasonable grounds relating to your particular situation, to the processing of your personal

Right	What it means for you
	information, unless legislation authorises the processing.
Object to direct marketing	You may object to your personal information being processed for the purpose of direct marketing by means of unsolicited electronic communications.
Not be subject to a decision based solely on automated processing	You have the right not to be subject to a decision which results in legal consequences for you, or affects you to a substantial degree, based solely on automated processing intended to profile you, unless an exception in POPIA applies.
Submit a complaint to the Information Regulator	If you believe the Municipality has interfered with the protection of your personal information, you may lodge a complaint with the Information Regulator.
Institute civil proceedings	You have the right to institute civil proceedings regarding the alleged interference with the protection of your personal information.

To exercise any of these rights, please contact the Information using the details in section 11 of this notice. We may need to verify your identity before giving effect to a request.

8. Lodging a complaint

If you are not satisfied with how the Municipality has handled your personal information, you may lodge a complaint with:

Information Regulator (South Africa)	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

	Email: complaints.IR@justice.gov.za | Website: www.justice.gov.za/inforeg

9. **External Links**

Our website may contain links to external websites not operated or controlled by Metsimaholo Local Municipality. This Privacy Policy applies only to our website, and we are not responsible for the privacy practices of other websites. We do not endorse and are not responsible for third-party content or privacy practices. We encourage you to review the privacy policies of any external sites you visit.

10. **Changes to the Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post the revised Privacy Policy on this page, and the updated version will become effective once posted. Your continued use of the website after any changes constitutes your acceptance of the revised Privacy Policy.

11. **Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or the use of your personal information, please contact us at:

Information Officer: Telephone: (016 – 9738313)

PO Box 60, Sasolburg, 1947

10 Fichardt Street,
Civic Centre, Sasolburg
Freestate, South Africa