Privacy Policy

The Richards Bay Clean Air Association (RBCAA) recognises the importance of protecting personal information and, as such, subscribes to the principles outlined in the Protection of Personal Information Act 2013 (Act No. 4 of 2013) (POPIA), which govern the right of individuals to the privacy of their personal information.

This policy applies to all Management Committee (MANCO) members and authorised service providers, and to all personal information processed by or on behalf of the RBCAA.

For the purposes of this policy, personal information means any information specifically related to an identifiable individual that is provided through any channel, including but not limited to the internet, telephone, electronic means or in manual form.

The RBCAA holds the privacy of its members and the public it serves in the highest regard. Personal information is processed solely in the course of its regular activities to deliver requested services, resolve complaints, and positively verify identities during official correspondence.

Under no circumstances will personal information be sold or provided to third parties for independent use.

Personal information may, however, be shared with third parties solely to investigate complaints or queries received. Such third parties may not use the information for any purpose other than that directed by the RBCAA.

Appropriate, reasonable technical and organisational measures are taken to safeguard the integrity and confidentiality of personal information and to prevent its loss, damage, misuse, unauthorised alteration or destruction, and unlawful access or processing. This includes personal information submitted through the RBCAA website.

The information received is stored in secure databases with built-in safeguards that protect its privacy and confidentiality.

Queries regarding the processing of personal information, or requests to access or correct it, may be directed to the RBCAA Information Officer on 083 515 2384.

Although ultimate responsibility for this policy resides with the Directorate, MANCO members and authorised service providers are responsible within their work areas for helping ensure that the protection of personal information is embedded throughout the organisation.

This policy is reviewed during management reviews to ensure its continuing suitability and is communicated at MANCO meetings and on the RBCAA website.

Sandy Camminga
RBCAA MANCO Chairperson

Candice Webb
RBCAA Managing Director

Approved and effective from: 2026-10-23