



AccessTrack
VISITOR MANAGEMENT

POPIA & Data Retention Limits

Dear Valued Customer,

Gated Access Code of Conduct

The proposed **POPIA Gated Access Code of Conduct** requires residential estates, complexes, and office parks to handle visitor and resident personal information in a lawful, secure, and transparent manner. It introduces obligations such as written standard operating procedures (SOPs), explicit consent for data collection, and clearly defined data retention periods.

The Information Regulator held a consultation session in February this year to discuss the draft Code of Conduct, and it was indicated that the intention is for it to be published soon.

We are already working closely with our compliance partners, **Michalsons**, to ensure that we are as prepared as possible ahead of the Code's publication.

Michalsons is recognised as a leading South African specialist firm in POPIA compliance, and we invite you to follow their blog, where they provide ongoing updates on the Code: [Gated Access Code of Conduct under POPIA – Michalsons](#)

Review of Data Retention Limits

One of the key requirements of the Code is that visitor records must not be retained longer than necessary for the purpose for which they were collected - namely, to grant a visitor access and allow them to exit the site. While the formal requirement has not yet been finalised, it is commonly recommended to limit retention to a maximum of **30 days**.

We therefore request that all property owners urgently review their information retention policies related to data stored in the Access Track system and advise us of the appropriate retention period for each site. Our recommendation is **30 days or less**.

Please contact us at admin@accesstrack.co.za for assistance with any queries or adjustments.

Thank you for your continued support.



Visitor Authorisation

We offer visitor pre-authorisation using QR codes as well as on-demand visitor authorisation via the Tenant App.

[Learn more](#)



Access Track (pty) Ltd
669 Plettenberg Street, Faerie Glen
Pretoria, 0081
Phone: (012) 348 0036 | Email:
info@accesstrack.co.za



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