



Protection of Personal Information Act No. 4 of 2013 (POPIA)

PRIVACY NOTICE

What is personal information?

POPI defines personal information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, birth of the person
- Information relating to the education or the medical, financial, criminal, or employment history of the person
- Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person
- The biometric information of the person
- The personal opinions, views or preferences of the person
- Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence
- The views or opinions of another individual about the person
- The name of the person if it appears with the other personal information relating to the person or if the disclosure of the name itself would reveal information about the person

Purpose of collecting personal information

We need your personal information to:

- Providing feedback to and communicating to you about services rendered
- Help us to improve our services to you
- Confirm and verify your identity for credit control purposes
- Comply with statutory obligations including FICA, VAT, taxes, statutory
- Comply with internal audit and record keeping purposes



Disclosure of personal information

Personal information is kept confidential, but we may disclose it in certain circumstances, including the following:

- To any service provider we may use in the provision services
- To a court if we are required by subpoena to do so
- To any statutory body, including the regulator in terms of POPIA

Protecting of personal information

POPIA requires us to have arrangements in place which protect personal information from unauthorised access abuse. We have the following arrangements:

- Physical security of records
- Electronic security protecting access to our computer and network records
- Secure communications
- Restrictions to ensure that any sub-contractor or service provider is bound by similar arrangements to protect personal information.

Access to personal information

We will make the personal information of any subject available upon request and after reasonable satisfaction that they have confirmed their identity to us.

Correction of personal information

We are obliged to store information which is accurate and updated. Subjects may update, correct, amend or delete personal information at any time. We will take all reasonable steps to confirm identity before making changes to personal information.

Complaints

Subjects have the right to address any complaints they may have regarding how we process their personal information, which should in the first instance be directed to us, alternatively they may contact the personal information regulator on the email address infoereg@justice.gov.za.

Amendments

We reserve the right to amend this notice from time to time. If we do so, the concerned subjects will be given notice in writing.