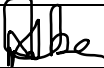
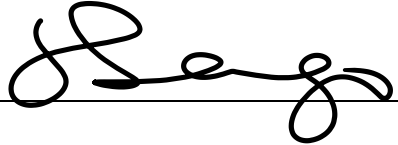




PROTECTION OF PERSONAL INFORMATION (POPIA) POLICY OF FACHS FINANCIAL SERVICES

This manual was prepared in accordance with Section 51 of the Protection of Personal Information Act of 2013

DOCUMENT VERSION CONTROL:

FOR FACHS CONSULTING & ADVISORY		
COMPILED BY: ANDY NCUBE	VERSION: 01.04	DATE: 11.04.22
		
APPROVED BY: CHRISTOPHER ZIMBANGO INFORMATION OFFICER	SIGNATURE: 	

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Glossary

TERM	DEFINITION
Biometrics	This is a form of personal identification using biological, physical, physiological and/or behavioural characteristics. Biometric information can include fingerprints, blood types, DNA analysis, voice recognition or retinal scanning.
Competent person	This refers to a person who can legally consent to decisions or actions regarding any matter that concerns a child under the age of 18 years
Consent	This is a voluntary and informed expression of will where specific permission is given for the processing of personal information.
Data subject	A data subject is a person whose personal data is being collected, held or processed. Everyone becomes a data subject at some point; for example, when applying for a job, using their credit card or simply by browsing the Internet, they disclose some personal information.
De-identify	The act of deleting any information or data that could be used or manipulated to identify a person.
Direct marketing	Approaching someone in person, via mail or other electronic communication methods for the direct or indirect purpose of promoting or offering goods or services. This can also include asking people for donations for any sort of reason.
Electronic communication	The use of any text, image, voice or sound messaging that is sent via an electronic communications network.
Information matching programme	The manual or automatic comparison of any document that contains the personal information of 10 or more people.
Information Officer	A public or private body, such as a company or governmental organisation.
Personal Information	Information about a person that includes but is not limited to: Age Physical or mental health Disability Religion/beliefs/culture Language Educational/medical/financial/criminal or employment history Further, any information including:

	<p>ID number Email address Physical address Telephone number Location Biometric information Personal opinions, views or preferences.</p>
Processing	Any act of using, storing, organising or modifying personal information.
Re-identify	To resurrect any information that has been de-identified. This is information that either identifies the person the data belongs to or that can be manipulated in a way to identify them.
Responsible party	This can refer to a private or public body, single person or group of people who determine the purpose and means for processing personal information.
Restriction	To withhold personal information from circulation, use or publication, but to not delete or destroy it.
Unique identifier	The name or number – also known as an identifier – assigned to a particular data subject by a certain party responsible for processing personal information. Each responsible party has their own unique identifiers for data subjects.

1. Introduction

The right to privacy is an integral human right recognised and protected in the South African Constitution and in the Protection of Personal Information Act 4 of 2013 ("POPIA") as amended Government Gazette 43461 dated 22 June 2020.

The Protection of Personal Information Act (POPIA), Act No. 4 of 2013, to promote the protection of privacy through providing guiding principles that are intended to be applied to the processing of personal information in a context-sensitive manner. POPIA regulates all organisations who process personal information. Personal information relates to information about employees, customers, suppliers and service providers.

A person's right to privacy entails having control over his or her personal information and being able to conduct his or her affairs relatively free from unwanted intrusions. Fachs Financial Services regard the protection of personal information very important and wish to ensure that all personal information kept by the Company is effectively safeguarded.

2. Purpose of POPI Manual

The purpose of this Manual is to provide a list of all records types held by FACHS FINANCIAL SERVICES as well as to incorporate the requirements of the Protection of Personal Information Act (4/2013) (hereafter referred to as 'POPIA') into the daily operations of the Company and to ensure that these requirements are documented and implemented in Company.

1. Give effect to the constitutional right to privacy, by safeguarding personal information when processed by a responsible party, subject to justifiable limitations that are aimed at—
 - a. balancing the right to privacy against other rights, particularly the right of access to information; and
 - b. protecting important interests, including the free flow of information within the Republic and across international borders;
2. regulate the manner in which personal information may be processed;
3. provide persons with rights and remedies to protect their personal information from processing that is not in accordance with this Act; and
4. establish voluntary and compulsory measures, including the establishment of an Information Regulator, to ensure respect for and to promote, enforce and fulfil the rights protected by this Act.

This Manual ensures that the Company:

- i. Complies with the Protection of Personal Information Act, 2013 (Act 4 of 2013) (POPIA).
- ii. The Company recognises privacy as a valuable human right.
- iii. Implementing internal controls for the managing the compliance risk associated with the protection of personal information.
- iv. Protects the rights of data subjects.
- v. Is open about how it stores and processes personal information of data subjects.
- vi. Protects itself from the risks of security breaches in any form.
- vii. Raising awareness through training and providing guidance who process information.

3. Objective

The objective of this policy is to ensure the constitutional right to privacy, with regards to:

- a) the safeguarding of personal information;
- b) the regulation and processing of personal information;
- c) the execution of the prescribed requirements for the legal processing of personal information; and
- d) the protection of free flow of personal information.

FACHS FINANCIAL SERVICES and its employees shall adhere to this policy concerning the management of all personal information received from, but not limited to natural persons, employees, directors, clients, suppliers, agents, representatives to ensure compliance is applied to this Act and the applicable regulations and rules relating to the protection of personal information is adhered to.

4. Scope

This policy is applicable to all directors, shareholders, Company Employees (permanent / contract) and any other person or entity working for or on behalf of the Company. It governs all business activities that involve the processing of personal information, including special personal information, for or on behalf of this organisation.

5. List of personal information

The Company collects personal information for various reasons in order to fulfil its mandate as a registered Financial Services Provider with respect to Category I, rendering advice and intermediary services in the following financial products Short-Term Insurance Personal Lines, Short-Term Insurance Commercial Lines and Short-Term Insurance Personal Lines A1.

The existing and potential policy holders and firms seeking risk from the Company are obliged to share their personal information with the Company as the withholding and/or refusal of personal information may impact on the Company's ability to render effective and sufficient services.

Key Individuals and Reps are obliged to share their personal information for the maintenance of the FAIS Fit and Proper Requirements. Employees are also obliged to share their personal information with the Company as it is needed for human resource management

Categories of data subjects and personal information processed by Fachs Financial Services:

Depending on the nature of the services required, the relationship between the individual and the Company and the reasons why personal information is required that may be obtained includes but is not limited to:

The categories of data subjects and personal information processed by Fachs Financial Services may include, but isn't limited to, the following:

Natural & Juristic Persons	
<p>Policyholder Details - Existing and potential clients</p>	<p>Personal Lines: Personal information i.e. information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:</p> <ul style="list-style-type: none"> • 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 and 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; and • the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person; • Value Added Tax (VAT) Number (if VAT vendor) • Telephone numbers (e.g. home / mobile / work) • E-mail address • Physical address • Postal address • Policyholder demographic information • Distribution channel

	<ul style="list-style-type: none"> • Occupation <p>Commercial Lines:</p> <ul style="list-style-type: none"> • Source of the policy sale (for e.g. Broker name) • Administrator name • Policyholder (registered or trading name per policy) • Policyholder Registration number (company / other where applicable or as determined by the insurer) • VAT Number (if VAT vendor) • Telephone number – of insured entity • E-mail address – of insured entity • Contact Person – at insured entity • Contact Person telephone number • Contact Person e-mail address • Physical address (Head Office – Main point of contact) • Postal address • Distribution channel • Insurer’s chosen market segmentation • Standard Industry Classification (SIC)
	<p>Financial information</p> <ul style="list-style-type: none"> • Method of payment (insurer collect/broker collect/other) • Banking details – for all debit order collections • Last premium payment date • Debit order strike date
	<p>Special personal information i.e. (information concerning a child and personal information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, DNA, sexual life or criminal behaviour of a data subject)</p>
	<p>Risk Items</p> <ul style="list-style-type: none"> • Item type • Item physical address • Item description

	<ul style="list-style-type: none"> • Item ID (e.g. registration/serial number) • Item attributes
Employees	<ul style="list-style-type: none"> • 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 and 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;

6. Processing of information

The procedure of processing the personal information, refers to the collection, recording, organisation, storage, updating or modification, retrieval, consultation, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, including inaccessibility, erasure or destruction of personal information.

Inform the data subject what the purpose is for the collection of this information and inform the data subject regarding:

- i. whether the information to be collected is a voluntary or mandatory function to be performed;
- ii. the consequences of the matter for the data subject should they fail to provide the information;
- iii. whether it is ascertained that a legal authority requires the collection of the information for their records;
- iv. whether this information needs to be transferred to another source;

6.1. Limitations of processing

The Company will ensure that personal information will be processed in a:

- a) specific, defined and lawful manner;
- b) ensure that the data subject is aware of what information is collected prior to the collection thereof;
- c) ensure the data subject, or should the individual be a minor, a competent person in this instance then consents to the collection of personal information

7. Responsibilities

All the employees have a responsibility to ensure that the personal information of data subjects is collected, stored and handled appropriately to ensure the confidentiality, integrity and availability thereof.

Each Department / Official that handles personal information must ensure that it is handled and processed in line with this policy and the privacy principles.

Information Officers are identified in Fachs Financial Services Section 14 PAIA Manual.

7.1. The Information Officer

In accordance the Manager is the head of the Company therefore in terms of the POPIA is the Information Officer of the entity and his contact details are listed below:

Information Officer (Managing Director)	Farai Christopher Zimbango
--	-----------------------------------

Physical Address:	Block C6 Greenoaks Office Park Midrand, 1686
Postal Address:	Block C6 Greenoaks Office Park Midrand, 1686
Telephone Number:	010 140 0126
Fax Number:	086 694 4454
Email Address:	info@fachsinsurance.co.za
Website Address:	https://www.fachsinsurance.co.za/

7.2. The Deputy Information Officers

The Managing Director, appointed Information Officer in terms of POPIA has duly authorised the following persons below to act as Deputy Information Officer to ensure that the requirements of the Act are administered in a fair objective and unbiased manner.

Deputy Information Officer

Loretta Maila

Physical Address:	Block C6 Greenoaks Office Park Midrand, 1686
Postal Address:	Block C6 Greenoaks Office Park Midrand, 1686
Telephone Number:	010 140 0126
Fax Number:	086 694 4454
Email Address:	loretta@fachs.co.za
Website Address:	https://www.fachsinsurance.co.za/

Below follow key positions and their areas of responsibility:

INFORMATION OFFICER (MANAGING DIRECTOR)	DEPUTY INFORMATION OFFICER(S)
<ul style="list-style-type: none"> • Is ultimately responsible for ensuring that the organisation meets its legal obligations. Addressing any personal information and protection from queries from journalists or media outlets. • Working with the Regulator in relation to investigations conducted pursuant to Chapter 6 in relation to the directorate under his/ her control • Approving any personal information protection statement attached to communications such as emails and letters. • Addressing any personal information protection queries from journalists or media outlets. 	<ul style="list-style-type: none"> • Dealing with requests made to the Company • Reviewing all personal information protection related policies, in line with an agreed schedule and make recommendations to the Information Officer/ Director where applicable. • Ensuring that all employees, consultants and others that report to the Information Officer/ Directors are made aware of and are instructed to comply with this and all other relevant policies

8. General Staff Guidelines

- a) Access to any personal and confidential information are available to the parties who need the information to complete their duties.
- b) Personal information should not be shared informally and must never be shared over social media accounts such as Facebook, LinkedIn, Google Plus, etc.
- c) Training will be provided to all employees to understand their responsibilities when handling personal information.
- d) All personal information should be kept secure and not be disclosed to
- e) unauthorised individuals within the Company or externally.
- f) Personal information must be reviewed regularly and updated. If no longer required, it should be deleted and disposed of in line with the disposal instructions within the Records Management Policy.
- g) If unsure about any aspect of the protection of personal information, the
- h) Assistant or Deputy Information Officers should be contacted.

9. Quality of Information

A responsible party must take reasonably practicable steps to ensure that the personal information is complete, accurate, not misleading and updated where necessary. In taking the steps referred to the aforementioned the responsible party must have regard to the purpose for which personal information is collected or further processed

10. Documentation

A responsible party must maintain the documentation of all processing operations under its responsibility as referred to in section 14 of the Promotion of Access to Information Act.

11. Collection of Personal Information

Information is collected to provide advice and or financial intermediary services in short term insurance personal lines, short term insurance commercial lines and . Personal information is collected directly from data subjects where practical and should be in compliance with POPIA.

Personal information may be collected the following channels:

- a) Policyholder proposal and policy schedule documents;
- b) Claims details i.e.
 - o Claim number (to uniquely identify claim in systems of both outsource supplier/insurer)

- External reference number (if applicable)
- Policy number (to link to policy information in PPDG)
- Risk Item Identifier/Description (to link to Risk item in PPDG)
- Claim status (to be defined to support insurer CBR reporting)
- Reason for the claims status
- Claim type/Peril
- Date reported
- Date of loss
- Description of loss (brief description for reporting)
- Date re-opened (if applicable)

c) Claim financial information i.e.

- Claims Estimate/Own Damage
- Claims Estimate/Third Party
- Claims Estimate/Service Provider expenses
- Currency if not ZAR
- Own Damage Amount and Date Paid (Claims payments)
- Own Damage VAT Amount
- Third Party Damage Amount and Date Paid (Claims payments)
- Third Party Damage VAT Amount
- Service Provider Amount and Date Paid (Service provider payments)
- Service Provider VAT Amount
- Payment banking details
- Claim dates relevant to Claim Financial Information
- Excess Amount
- Recovery Amount and Date received
- Salvage Amount and Date received
- Salvage VAT Amount
- Payee/Payer Name
- Link claim financial to risk item data
- Service Provider Name/s
- Service Provider VAT number
- Service Provider Address
- Third Party Name (as provided)
- Third Party Telephone Number
- Third Party Address (email/postal/physical as provided)

- Third Party Insurer Details
 - Third Party Description of Loss (brief description for reporting)
 - Date finalised
 - Outstanding claims amount
- d) Application forms for vacant positions;
- e) Website;
- f) Through surveillance cameras (with facial recognition technology);
- g) Voice recordings of record of advice
- h) Through third party service providers;
- i) Social media platforms;
- j) Responding to questionnaires;
- k) Section 14 PAIA Requests

12. Reasons for Keeping Personal Information

The Company may collect and process personal information for the following reasons:

- a) Employment and remuneration and other Human Resources needs
- b) Process benefits i.e. medical aid and pension
- c) Processing claims;
- d) Closing agreements and contracts;
- e) Communication; sending and sharing of important information;
- f) Client needs analysis
- g) Risk assessment
- h) Security background checks (vetting)
- i) Legal compliance
- j) Disclosure
- k) Audit reports

13. Utilisation of Personal Information

Personal information will only be used for the intended purpose. Consent should be obtained from the data subject, if information is to be used for additional practices.

14. Sharing Personal Information

The Company shall only share personal information if the Company has obtained consent in writing from the data subject.

Personal information may be shared with the indicated stakeholders and in the manner as follows:

- a) Insurers and Underwriting Management Agencies (UMAs)
- b) Financial intelligence Centre (FIC)
- c) SARS
- d) Medical aids, Pension funds
- e) Financial institutions for remuneration purposes and payments
- f) In response to a request for information by a legitimate authority in accordance with, or required by any applicable law, regulation, or legal process;
- g) Where necessary to comply with judicial proceedings, court orders;
- h) To protect the rights, property, or safety of the Company or others, or as otherwise required by an applicable law; and

15. Third Party Insurance

Service providers are contractually required to implement suitable information protection and security measures for any personal information that are shared by the Company. Personal information will only be used for the intended purpose by the Third Party.

16. Safeguarding of Personal Information

The Company is committed to protect personal information from misuse, loss, theft, unauthorized access, modification, or disclosure

17. Marketing to Third Parties

The Company shall not avail personal information to unaffiliated third parties for direct marketing purposes or sell, rent, distribute, or otherwise make personal information commercially available to any third party.

18. Data Subjects: Request to Access and Manage Personal Information

Data subjects have the right to request what personal information the Company holds about them and why.

- a) The data subject may request the Company to access, amend, update, block, or delete personal information that the Company holds, subject to legislative requirements that make it compulsory for the Company to keep such personal information.
- b) The data subject may withdraw or / and object to consent at any time for current or future processing
- c) The Company shall inform the data subject of an information breach.
- d) The data subject has the right to object to the processing of his / her personal information.
- e) The data subject has the right to submit a complaint to the Information Regulator regarding and alleged infringement of any of the rights protected under POPIA.

Access to information can be addressed to the Information Officer. The data subject will be provided with a Personal Information Request form. Once the completed form has been received the Information Officer will verify the identity of the data subject. The Information Officer will acknowledge receipt of any such request within three (3) days of the date of submission. Any such requests will be dealt with by the Information Officer who shall respond within a reasonable period and no later than thirty (30) days of the date of the request. All requests will be process and considered against the PAIA Section 14 Manual.

A responsible party may or must refuse, as the case may be, to disclose any information requested in terms of subsection (1) to which the grounds for refusal of access to records set out in the applicable sections of Chapter 4 of Part 2 and Chapter 4 of Part 3 of the Promotion of Access to Information Act apply. The provisions of sections 30 and 61 of the Promotion of Access to Information Act are applicable in respect of access to health or other records

19. POPIA Complaints Procedure

Data subjects have the right to complain in instances where any of their rights under POPIA have been infringed upon. POPIA related complaints in accordance with the following procedure:

1. POPIA complaints must be submitted to the organisation in writing. Where so required, the Information Officer will provide the data subject with a "POPIA Complaint Form".
2. The Information Officer will provide the complainant with a written acknowledgement of receipt of the complaint within 3 working days.

3. The Information Officer will carefully consider the complaint and address the complainant's concerns in an amicable manner. In considering the complaint, the Information Officer will endeavor to resolve the complaint in a fair manner and in accordance with the principles outlined in POPIA

4. The Information Officer must also determine whether the complaint relates to an error or breach of confidentiality that has occurred and which may have a wider impact on the organisation's data subjects.

5. Where the Information Officer has reason to believe that the personal information of data subjects has been accessed or acquired by an unauthorised person, the Information Officer will inform data subjects and the Information Regulator will of this breach.

6. The Information Officer will revert to the complainant with a proposed solution with the option of escalating the complaint to the organisation's governing body within 20 working days of receipt of the complaint. In all instances, the organisation will provide reasons for any decisions taken and communicate any anticipated deviation from the specified timelines.

20. Breaches of The Act or Policy

Disciplinary action to be taken against any employee reasonably suspected of being implicated in any non-compliant activity outlined within this policy.

In the case of ignorance or minor negligence, FACHS FINANCIAL SERVICES will undertake to provide further awareness training to the employee.

Any gross negligence or the wilful mismanagement of personal information, will be considered a serious form of misconduct. Disciplinary procedures will commence where there is sufficient evidence to support an employee's gross negligence.

Disciplinary action and procedures in terms of the applicable code of conduct will be installed against the alleged perpetrator.

21. Fachs Financial Services Website

The user has accepted the terms and conditions as specified on the Company's website. Other sites, via links can also be accessed however, these sites are not monitored, maintained or controlled by the Company and thus we are not responsible in any way for any of their

contents. The Company is not responsible for any third-party content or privacy statements. The use of such sites and applications is thus subject to the relevant third-party privacy policy statements.

22. Retention of Personal Information

The FACHS FINANCIAL SERVICES shall retain personal information to comply with the prescriptions of the FAIS, FICA and relevant legislature whereafter, it will be disposed / transferred. Retention periods of documents containing personal data can vary.

23. Breaches of The Act or Policy

Breach of the Act, either by an executive or employee, can lead to disciplinary action against the alleged perpetrator in terms of the applicable code of conduct or disciplinary procedures.

24. Monitoring and Enforcement

1. All employees will be responsible for administering and overseeing the implementation of this policy including the supporting of guidelines, standard operating procedure, notices, consents and appropriate related documents and processes.
2. Employees who violate the guidelines and standard operating procedures of this policy may be subjected to disciplinary action, being taken against him/her.
3. The point of contact for requests, disclosures, questions, complaints and any other inquiries relating to the processing, collection, or re-identifying of personal information shall be directed to the information officer or deputy information officer(s)

Appendices

A1. Objection to the Processing of Personal Information

12 No. 42110

GOVERNMENT GAZETTE, 14 DECEMBER 2018

FORM 1
OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.
4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

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Signed at this day of20.....

.....
Signature of data subject/designated person

A2. Request for Correction or Deletion of Personal Information or Destroying or Deletion of Record of Personal Information

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018 [Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:

- Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
- Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	

Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of20.....

.....
Signature of data subject/ designated person

A3. Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing

18 No. 42110

GOVERNMENT GAZETTE, 14 DECEMBER 2018

FORM 4

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 6]

TO: _____

(Name of data subject)

FROM: _____

Contact number(s): _____
Fax number: _____
E-mail address: _____
(Name, address and contact details of responsible party)

Full names and designation of person signing on behalf of responsible party:

.....
Signature of designated person

Date: _____

PART B

I, _____ *(full names of data subject)* hereby:

Give my consent.

To receive direct marketing of goods or services to be marketed by means of electronic communication.

This gazette is also available free online at www.gpwonline.co.za

SPECIFY GOODS or SERVICES:

SPECIFY METHOD OF COMMUNICATION: FAX:

E - MAIL:

SMS:

OTHERS – SPECIFY:

Signed at this day of20.....

.....
Signature of data subject

A4. POPI Complaint form

FORM 5

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 7]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Complaint regarding:

Alleged interference with the protection of personal information

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname / registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address :	

B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the complaint)</i>
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY

Name(s) and surname of adjudicator:	
Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of20.....

.....
Signature of data subject/ designated person

A5. Information Officer's Registration Form




INFORMATION OFFICER'S REGISTRATION FORM

NOTE: *The personal information submitted herein shall be solely used for your registration with the Information Regulator ("Regulator").*

All the information submitted herein shall be used for the purpose stated above, as mandated by law. This information may be disclosed to the public. The Regulator undertakes to ensure that appropriate security control measures are implemented to protect all the information to be submitted in this document.

PART A INFORMATION OFFICER	
Full Name of Information Officer	
Designation	
Postal Address	
Physical Address	
Cellphone Number	
Landline Number	
Fax Number	
Direct Email Address	
General Email Address	

PART B DEPUTY INFORMATION OFFICER				
Personal details of designated or delegated Deputy Information Officer(s)	Name	Name	Name	
	Direct Landline	Direct Landline	Direct Landline	
	Cellphone Number	Cellphone Number	Cellphone Number	
	Email Address	Email Address	Email Address	
	Postal Address			
	Physical Address			
	Fax Number			
General Email				
PART C BODY / RESPONSIBLE PARTY				
Type of Body	Public Body	<input type="checkbox"/>	Private Body <input type="checkbox"/>	
Full Name of the Body (Registered Name)				
Trading Name				
Registration No, if any				

Postal Address	
Physical Address	
Landline Number	
Fax Number	
Email Address	
Website	

**PART D
DECLARATION**

I declare that the information contained herein is true, correct and accurate.

*Ensuring protection of your personal information
and effective access to information*

SIGNED and DATED at _____ on this the _____ day of _____ **202**_____


INFORMATION OFFICER

PART E

THE FOLLOWING INFORMATION IS REQUIRED FOR STATISTICAL PURPOSES

Please choose a sector(s) that apply to your Body

GOVERNMENT			PUBLIC ENTITIES			PRIVATE BODY			PROFESSION		
Item	Classification of Government	X	Item	Classification of a Public Entity	X	Item	Name of Industry Sector	X	Item	Type of profession	X
1.	National Government	<input type="checkbox"/>	1.	Constitutional Entities	<input type="checkbox"/>	1	Education	<input type="checkbox"/>	1	Legal	<input type="checkbox"/>
2.	Provincial Government	<input type="checkbox"/>	2.	Schedule 2 Public Entity	<input type="checkbox"/>	2	Financial	<input type="checkbox"/>	2	Built Environment	<input type="checkbox"/>
3.	Local Government	<input type="checkbox"/>	3.	Schedule 3A Public Entity	<input type="checkbox"/>	3	Health Facilities	<input type="checkbox"/>	3	Financial	<input type="checkbox"/>
LEGISLATURE			4.	Schedule 3B Public Entity	<input type="checkbox"/>	4	Telecommunications	<input type="checkbox"/>	4	Medical and Allied Health Services	<input type="checkbox"/>
National Assembly		<input type="checkbox"/>	5.	Schedule 3C Public Entity	<input type="checkbox"/>	5	Pharmaceutical	<input type="checkbox"/>	OTHERS, Specify		
National Council of Provinces		<input type="checkbox"/>	OTHERS, specify			6	Media and Social Media	<input type="checkbox"/>			
Gauteng Provincial Legislature		<input type="checkbox"/>				7	Retail/Direct Marketing	<input type="checkbox"/>			
Western Cape Provincial Legislature		<input type="checkbox"/>				8	Tourism	<input type="checkbox"/>			

GOVERNMENT		PUBLIC ENTITIES		PRIVATE BODY		PROFESSION		
Northern Cape Provincial Legislature	<input type="checkbox"/>			9	Transportation, Storage and Logistics	<input type="checkbox"/>		
Limpopo Provincial Legislature	<input type="checkbox"/>			10	Manufacturing/Production	<input type="checkbox"/>		
Northwest Provincial Legislature	<input type="checkbox"/>			11	Banks	<input type="checkbox"/>		
Free State Provincial Legislature	<input type="checkbox"/>			12	International Organizations	<input type="checkbox"/>		
Mpumalanga Provincial Legislature	<input type="checkbox"/>			13	Real Estate	<input type="checkbox"/>		
Eastern Cape Provincial Legislature	<input type="checkbox"/>			OTHERS, specify				
KwaZulu-Natal Provincial Legislature	<input type="checkbox"/>							

A6. Information Officer's Registration Certificate



**INFORMATION
REGULATOR
(SOUTH AFRICA)**
*Ensuring protection of your personal information
and effective access to information*

REGISTRATION CERTIFICATE

Registration Number:08619/2022-2023/IRRTT

This is to certify that **Farai Christopher Zimbango** and **Loretta Maila** have been registered with the Information Regulator by **Fachs Business Consulting and Training** as the Information Officer and Deputy Information Officer respectively, in terms of section 55(2) of the Protection of Personal Information Act 4 of 2013 on the 08th of April 2022.



**Chief Executive Officer
INFORMATION REGULATOR**

NB: Please note that it is your responsibility to ensure that the particulars of an Information Officer and/or Deputy Information Officer(s) are correct and updated on an annual basis or as and when it becomes necessary.

