



Direct Independent Brokers (Pty) Ltd

## **PROTECTION OF PERSONAL INFORMATION ACT (POPIA) POLICY**

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## 1. Introduction

- (1) This Data Protection and Information Sharing Policy describes the way that Direct Independent Brokers (Pty) Ltd, will meet its legal obligations and requirements concerning confidentiality and information security standards. The requirements within the Policy are primarily based upon the Protection of Personal Information Act, No 4 of 2013 (“POPIA”), as that is the key piece of legislation covering security and confidentiality of personal information.

### 1.1. Contact details

(1)

<b>Head of body:</b>	LM Olivier
<b>Information Officer:</b>	AJ Jansen van Vuuren
<b>Postal Address:</b>	0025 1 <sup>st</sup> Floor East Block Centennial place Century City Cape Town 7441
<b>Telephone Number:</b>	+27 21 5244100
<b>Email Address:</b>	<a href="mailto:attiejvt@dibrokers.co.za">attiejvt@dibrokers.co.za</a>

## 2. Reference documents

## 3. Definitions

(a)

<b>Consent</b>	means the voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information
<b>Data Subject</b>	means the natural or juristic person to whom the Personal Information relates
<b>Direct Marketing</b>	means approaching a Data Subject personally for the purpose of

	selling them a product or service, of requesting a donation
<b>Group</b>	means Direct Independent Brokers (Pty) Ltd
<b>POPIA</b>	means the Protection of Personal Information Act, No. 4 of 2013
<b>Personal Information</b>	means information relating to an unidentifiable, living, natural person, or an identifiable, existing juristic person, as defined in POPIA
<b>Processing</b>	means an operation or activity, whether or not by automatic means, concerning Personal Information;

#### 4. Scope of the policy

(1) This Policy:

- (a) applies to all Group employees, directors, sub-contractors, agents, and appointees.
- (b) is applicable to both on and off-site processing of Personal Information.
- (c) is applicable to the Processing of Personal Information throughout the information life cycle, from the point of first collection of Personal Information until the time that such information is destroyed
- (d) Does not apply:
  - (i) the Processing of Personal Information in the course of a purely personal or household activity; or
  - (ii) Personal Information which has been De-Identified.

#### 5. Policy statement

(1) The Group is committed to:

- (a) ensuring that all Personal Information will be Processed in a responsible manner that does not unjustifiably infringe the privacy of any Data Subjects;
- (b) securing the integrity and confidentiality of Personal Information of any Data Subjects that comes into its possession or under its control; and
- (c) complying with its obligations in accordance with all applicable and relevant laws including, but not limited to, Data Protection Laws.

#### 6. Eight processing conditions

(1) POPIA is implemented by abiding by eight processing conditions. Direct Independent Brokers shall abide by these principles in all its possessing activities.

## **6.1. Accountability**

- (1) Direct Independent Brokers shall ensure that all processing conditions, as set out in POPIA, are complied with when determining the purpose and means of processing Personal Information and during the processing itself. Direct Independent Brokers shall remain liable for compliance with these conditions, even if it has outsourced its processing activities.

## **6.2. Processing limitation**

### **6.2.1. Lawful grounds**

- (1) The processing of Personal Information is only lawful if, given the purpose of processing, the information is adequate, relevant and not excessive.
  - (a) Direct Independent Brokers may only process Personal Information if one of the following grounds of lawful processing exists:
  - (b) The Data Subject consents to the processing;
  - (c) Processing is necessary for the conclusion or performance of a contract with the Data Subject;
  - (d) Processing complies with a legal responsibility imposed on Direct Independent Brokers;
  - (e) Processing protects a legitimate interest of the Data Subject;
  - (f) Processing is necessary for pursuance of a legitimate interest of Direct Independent Brokers, or a third party to whom the information is supplied;
  - (g) Special Personal Information Includes:
    - (i) Religious, philosophical, or political beliefs;
    - (ii) Race or ethnic origin;
    - (iii) Trade union membership;
    - (iv) Health or sex life;
    - (v) Biometric information (including blood type, fingerprints, DNA, retinal scanning, voice recognition, photographs);
    - (vi) Criminal behaviour;
    - (vii) Information concerning a child.
- (2) Direct Independent Brokers may only process Special Personal Information under the following circumstances:
  - (a) The Data Subject has consented to such processing;
  - (b) The Special Personal Information was deliberately made public by the Data Subject;
  - (c) Processing is necessary for the establishment of a right or defense in law;
  - (d) Processing is for historical, statistical, or research reasons
  - (e) If processing of race or ethnic origin is in order to comply with affirmative action laws
- (3) All Data Subjects have the right to refuse or withdraw their consent to the processing of their Personal Information, and a Data Subject may object, at any time, to the processing of their Personal Information on any of the above grounds, unless legislation provides for such

processing. If the Data subject withdraws consent or objects to processing, then Direct Independent Brokers shall forth with refrain from processing the Personal Information.

#### **6.2.2. Collection directly form the data subject**

- (1) Personal Information must be collected directly from the Data Subject, unless:
  - (a) Personal Information is contained in a public record;
  - (b) Personal Information has been deliberately made public by the Data Subject;
  - (c) Personal Information is collected from another source with the Data Subject's consent;
  - (d) Collection of Personal Information from another source would not prejudice the Data Subject;
  - (e) Collection of Personal Information from another source is necessary to maintain, comply with or exercise any law or legal right;
  - (f) Collection from the Data Subject would prejudice the lawful purpose of collection;
  - (g) Collection from the Data Subject is not reasonably practicable

#### **6.3. Purpose specification**

- (1) Direct Independent Brokers shall only process Personal Information for the specific purposes.

#### **6.4. Further processing**

- (1) New processing activity must be compatible with original purpose of processing. Further processing will be regarded as compatible with the purpose of collection if:
  - (a) Data Subject has consented to the further processing;
  - (b) Personal Information is contained in a public record;
  - (c) Personal Information has been deliberately made public by the Data Subject;
  - (d) Further processing is necessary to maintain, comply with or exercise any law or legal right;
  - (e) Further processing is necessary to prevent or mitigate a threat to public health or safety, or the life or health of the Data Subject or a third party

#### **6.5. Information quality**

- (1) Direct Independent Brokers shall take reasonable steps to ensure that Personal Information is complete, accurate, not misleading and updated. Direct Independent Brokers shall periodically review Data Subject records to ensure that the Personal Information is still valid and correct.
- (2) Employees should as far as reasonably practicable follow the following guidance when collecting Personal Information:
  - (a) Personal Information should be dated when received;
  - (b) A record should be kept of where the Personal Information was obtained;
  - (c) Changed to information records should be dated;

- (d) Irrelevant or unneeded Personal Information should be deleted or destroyed;
- (e) Personal Information should be stored securely, either on a secure electronic database or in a secure physical filing system.

## **6.6. Openness**

- (1) Direct Independent Brokers shall take reasonable steps to ensure that the Data Subject is made aware of:

- (a) What Personal Information is collected, and the source of the information;
- (b) The purpose of collection and processing;
- (c) Where the supply of Personal Information is voluntary or mandatory, and the consequences of a failure to provide such information;
- (d) Whether collection is in terms of any law requiring such collection;
- (e) Whether the Personal Information shall be shared with any third party.

## **6.7. Data subject participation**

- (1) Data Subject have the right to request access to, amendment, or deletion of their Personal Information.
- (2) All such requests must be done according to section 6 in this Policy. See Forms attached to be used.

## **6.8. Security safeguards**

- (1) Direct Independent Brokers shall ensure the integrity and confidentiality of all Personal Information in its possession, by taking reasonable steps to:

- (a) Identify all reasonably foreseeable risks to information security;
- (b) Establish and maintain appropriate safeguards against such risks;

### **6.8.1. Written records**

- (1)
  - (a) Personal Information records should be kept in locked cabinets, or safes;
  - (b) When in use Personal Information records should not be left unattended in areas where non-staff members may access them;
  - (c) Direct Independent Brokers shall implement and maintain a “Clean Desk Policy” where all employees shall be required to clear their desks of all Personal Information when leaving their desks for any length of time and at the end of the day;
  - (d) Personal Information which is no longer required should be disposed of by shredding.
- (2) Any loss or theft of, or unauthorised access to, Personal Information must be immediately reported to the Information Officer.
- (3)



**6.8.2. Electronic records**

- (1)
  - (a) All electronically held Personal Information must be saved in a secure database;
  - (b) As far as reasonably practicable, no Personal Information should be saved on individual computers, laptops or hand-held devices;
  - (c) All computers, laptops and hand-held devices should be access protected with a password, fingerprint or retina scan, with the password being of reasonable complexity and changed frequently;
  - (d) Direct Independent Brokers shall implement and maintain a “Clean Screen Policy” where all employees shall be required to lock their computers or laptops when leaving their desks for any length of time and to log off at the end of the day;
  - (e) Electronical Personal Information which is no longer required must be deleted from the individual laptop or computer and the relevant database. The employee must ensure that the information has been completely deleted and is not recoverable.
  
- (2) Any loss or theft of computers, laptops or other devices which may contain Personal Information must be immediately reported to the Information Officer, who shall notify the IT department, who shall take all necessary steps to remotely delete the information, if possible.

**7. Processing of personal information**

**7.1. Purpose of processing**

- (1) Please refer to the Direct Independent brokers Privacy Notice for the purpose of processing Personal Information

**7.2. Categories of data subjects and their personal information**

- (1) Direct Independent Brokers may possess records relating to suppliers, shareholders, contractors service providers, staff and customers:
  - (a)

Entity Type	Personal Information Processed
Customers: Natural Persons	Name; Surname; ID; Title; Cell; Residential Address; email address; Vehicle Details; Finance Agreement Numbers; Finance Term; Postal Address; Outstanding Balances on Contracts; Principle Debt; Chassis number; Engine Number; Payment amounts

Customer – Juristic Persons / Entities	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners; shareholding information; BBEE information
Contracted Service Providers	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax related information; authorised signatories; beneficiaries; ultimate beneficial owners; shareholding information; BBEE information
Employees / Directors	Gender; pregnancy; marital status; colour, race; age; language; education information; financial information; employment history; ID number; physical and postal address; contact details; opinions; criminal record; well-being

### 7.3. Categories of recipients for processing the personal information

- (1) Please refer to the Direct Independent brokers Privacy Notice for parties with whom Personal Information may be shared.

### 7.4. Actual or planned transborder flows of personal information

- (1) Direct Independent Brokers may be required to fulfil its contractual obligations with you outside of South Africa and may transfer your personal information to countries where we do business or to international organisations in connection with the purposes identified above and in accordance with this Privacy Statement.

### 7.5. Retention of personal information records

- (1) We will retain Personal Information for as long as is necessary to fulfil the purpose for which it was collected unless a longer retention period is required to comply with legal obligations, resolve disputes, protect our assets, or enforce agreements. The criteria we use to determine retention periods include whether:
  - (a) We are under a legal, contractual or other obligation to retain personal information, or as part of an investigation or for litigation purposes;
  - (b) Personal information is needed to maintain accurate business and financial records;
  - (c) There are automated means to enable a Data Subject to access and delete their personal information at any time;

- (d) The Data Subject have consented to us retaining their Personal Information for a longer retention period, in which case, we will retain personal information in line with consent provided.

## **7.6. General description of information security measures**

- (1) Direct Independent Brokers is committed to protecting Personal Information from accidental or unlawful destruction, damage, loss, alteration, unauthorised access or disclosure by using reasonable, appropriate, physical, administrative and technical safeguards and contractually requiring that third parties to whom we disclose personal information do the same.

## **8. Access to personal information**

- (1) Data Subjects have the right to:

- (a) request information about Personal Information that Direct Independent Brokers holds about them as well as request the for holding it;
- (b) request access to their Personal Information; and
- (c) be informed of how to keep their Personal Information up to date.

- (2) Direct Independent Brokers will develop an access request procedure, which will apply to Data Subject access requests under Data Protection Laws. Such procedure must be documented, made available to Staff and describe the end-to-end process from the initiation of an access request by a Data Subject, to the execution of such request.

- (3) Where Data Protection Laws prescribe forms for access requests such forms are placed on the website and are readily available via all client-facing channels.

### **8.1. Data Subject Request Process:**

- (1) Form of Request:

- (a) To facilitate the processing of a Data Subject request,:
- (b) Use the prescribed form (Form C – when a request is made to a private body or business), available on the website of the South African Human Rights Commission (SAHRC) at [www.sahrc.org.za](http://www.sahrc.org.za).
- (c) Address the request to the Group Information Officer.
- (d) Provide sufficient details to enable the Company to identify:
- (e) The record(s) requested;
- (i) The requester (and if an agent is lodging the request, proof of capacity);
- (ii) The form of access required:
- a. The postal address, email address or fax number of the requester in the Republic;
- b. If the requester wishes to be informed of the decision in any manner (in addition to written) and the manner and particulars thereof;
- (iii) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right

(2) The following applies to requests:

- (a) A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- (b) If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall
- (c) be paid (of not more than one third of the access fee which would be payable if the request were granted);
- (d) A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- (e) Records may be withheld until the fees have been paid.
- (f) The fee structure is available on the website of the South African Human Rights Commission
- (g) (SAHRC) at [www.sahrc.org.za](http://www.sahrc.org.za).

(3) Please note that the correct completion and submission of a Request for Access form does not automatically entitle or allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a category as specified in section 23 (4)(a) of the POPIA read with Part 3 Chapter 4 of PAIA.

(4) Please further note that if it is reasonably suspected that a requester has obtained access to a record based on the submission of materially incorrect, false or misleading information, legal proceedings may be instituted against such requester.

## **8.2. Completion of request for access form**

(1) All requesters should take note of the following guidelines when completing the attached Request for Access to Record of a Private Body (refer to Annexure : Form C):

- (a) The form must be completed by filling in all lines and spaces;
- (b) Proof of the identity, in the form of a copy of the requester's identity document, is required to be submitted with the application;
- (c) If the requester is a body corporate, the authority of the person submitting the application on behalf of such body corporate must be proven on the basis of a written authority to be attached;
- (d) Type or print in a clear eligible manner, if a question does not apply indicate so by inserting "N/A" in response to that question, and if there is nothing to disclose in response to a particular question write "NIL" in response thereto;
- (e) If there is insufficient space in the form, add additional folios on which the additional information is provided, clearly indicating to which question this relates.
- (f) Request for information will be evaluated and the requester will be notified within 30 days after receipt of the request in the prescribed format of the following:

### **8.3. Notification of extended period (if required)**

- (1) Requesters must take note that in terms of PAIA, the 30 days period mentioned above may be extended for a further period of not more than 30 days under certain circumstances (details will be provided together with the notification of such extension).

### **8.4. Decision on request**

- (1) The requester will be informed whether or not the application for access has been denied, or granted. In the event that the application is refused, the requester will be given adequate reasons for the refusal and will be informed that the requester may lodge an application with a Court (if a PAIA request) or the Information Regulator (if a POPIA) against the refusal of the application, as well as the procedure (including the period) for lodging such application.

### **8.5. Grounds for refusal**

- (1) The Group may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the Group may refuse include:
  - (a) Protecting personal information that the Group hold about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
  - (b) Protecting commercial information that the Group holds about a third party or the Group (for example trade secrets, financial, commercial, scientific or technical information that may harm the commercial or financial interests of the Group or the third party);
  - (c) If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
  - (d) If disclosure of the record would endanger the life or physical safety of an individual;
  - (e) If disclosure of the record would prejudice or impair the security of property or means of transport;
  - (f) If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
  - (g) If disclosure of the record would prejudice or impair the protection of the safety of the public;
  - (h) The record is privileged from production in legal proceedings, unless the legal privilege has been waived;
  - (i) Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of the Group;
  - (j) Disclosure of the record would put the Group at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
  - (k) The record is a computer program which is owned by the Group and protected by Copyright;
  - (l) The record contains information about research being carried out or about to be carried out on behalf of a third party of the Group and/or
  - (m) Information not yet in the public domain

## **8.6. Records that cannot be found**

- (1) If the Group has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try and locate the record.

## **9. Implementation guidelines**

### **9.1. Training and dissemination of information**

- (1) This Policy has been put in place throughout Direct Independent Brokers, training on the Policy and POPIA will take place with all affected employees.
- (2) All new employees will be made aware at induction, or through training programs, of their responsibilities under the terms of this Policy and POPIA.
- (3) Modifications and updates to data protection and information sharing policies, legislation, or guidelines will be brought to the attention of all staff.

### **9.2. Employee contracts**

- (1) Each new employee will sign an Employment Contract containing the relevant performance of contract clauses for the use and storage of employee information, and a confidentiality undertaking as part and will be personally responsible for ensuring there are no breaches of confidentiality in relation to any Personal Information, however it is stored. Failure to comply will result in the instigation of a disciplinary procedure.
- (2) Each employee currently employed within Direct Independent Brokers will sign an addendum to their Employment Contract containing the relevant performance of contract clauses for the use and storage of employee information, and a confidentiality undertaking as part and will be personally responsible for ensuring there are no breaches of confidentiality in relation to any Personal Information, however it is stored. Failure to comply will result in the instigation of a disciplinary procedure.

## **10. Direct marketing**

- (1) The Group takes cognisance of the rights of Data Subjects regarding Direct Marketing by means of unsolicited electronic communications, and will implement all relevant requirements of Data Protection Laws with regard to Direct Marketing and unsolicited electronic communications.
- (2) Under certain Data Protection Laws, Data Subjects have specific rights with regard to unsolicited electronic communications and can object to Direct Marketing at any time. The Processing of the Data Subject's Personal Information for the purposes of Direct Marketing by means of unsolicited electronic communication is prohibited unless:

- (a) the Data Subject has given his/her Consent; or
  - (b) the Data Subject is a customer of the Responsible Party subject to the following requirements:
    - (i) the contact details of the Data Subject were obtained by the Responsible Party in the context of the sale of a product or service;
    - (ii) the Direct Marketing is for the purpose of marketing the Responsible Party's own similar products or services; and
    - (iii) the Data Subject must have been given an opportunity, free of charge and in a manner free of unnecessary formality, to object to receiving electronic communications for Direct Marketing purposes at the time of collection and again on each subsequent communication
- (3) Data Subjects can unsubscribe:
- (a) Following the unsubscribe instructions included in each marketing email or SMS text message from us;
  - (b) Sending an email to the sender of the marketing communications; or writing to:
    - (i) Direct Independent Brokers
    - (ii) Attn: Group Information Officer
    - (iii) 0025 Centennial Place, Century Boulevard, Century City, Cape Town, 7446
    - (iv) Email Address: attie@dibrokers.co.za
  - (c) Including your details and a description of the marketing material you no longer wish to receive from us.
  - (d) We will comply with your request as soon as is reasonably practicable.
- (4) If you opt out of receiving direct marketing related communications from us, we may still send administrative messages as part of ongoing use of our products, solutions and services, which the Data Subject will be unable to opt out of.
- (5) the group does not provide your 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.

## 11. Destruction of documents

- (1)
  - (a) Documents may be destroyed after the termination of the retention period specified herein, or as determined by the Company from time to time.
  - (b) Each department is responsible for attending to the destruction of its documents and electronic records, which must be done on a regular basis. Files must be checked in order to make sure that they may be destroyed and also to ascertain if there are important original documents in the file. Original documents must be returned to the

holder thereof, failing which, they should be retained by the Company pending such return.

- (c) The documents must be made available for collection by the Shred-It, or other approved document disposal company.
- (d) Deletion of electronic records must be done in consultation with the IT Department, to ensure that deleted information is incapable of being reconstructed and/or recovered.

## **12. Staff obligations**

- (1) It is a condition of employment that Staff abide by this Policy and procedures, guidelines or rules that may be applicable to them from time to time. This Policy therefore applies to all Staff and may be amended at any time and reissued.
  
- (2) Staff will, during the course of the performance of their duties and/or services, gain access to and become acquainted with the Personal Information of certain Data Subjects including, but not limited to, employees, clients, intermediaries, suppliers and other stakeholders of Direct Independent Brokers. In this regard:
  - (a) All Staff are required to treat Personal Information as a confidential business asset and to respect the privacy of Data Subjects.
  - (b) Staff may not directly or indirectly, utilise, disclose or make public in any manner to any person or third party, any Personal Information which has come into their possession as a consequence of their employment with Direct Independent Brokers, unless such information is already publicly known or the disclosure is necessary in order for the relevant Staff member to perform his or her duties.
  - (c) If a Staff member is unsure about any aspect related to the protection of a Data Subject's Personal Information, such Staff member must request assistance from their line manager or the Information Officer
  - (d) Staff must follow all procedures and utilise technologies which Direct Independent Brokers have implemented to maintain the security of all Personal Information from the point of collection to the point of destruction.
  - (e) Except to the extent expressly and duly authorised, Staff will under no circumstances:
    - (i) Process or access Personal Information where such Processing or access is not a requirement to perform their respective work-related tasks or duties;
    - (ii) save copies of Personal Information directly to their own private computers, laptops or other mobile devices like tablets or smart phones, or otherwise copy, print or reproduce in any form any Personal Information, except as is necessary to fulfil their work-related tasks or duties;
    - (iii) share Personal Information through unsecure methods; and
    - (iv) transfer Personal Information to a third party in a foreign country.



- (3) Where a Staff member requires access to Personal Information which is not readily available, such Staff Member shall request access to Personal Information from the relevant line manager or the Information officer.
  
- (4) Where a Staff member becomes aware or suspicious of any Security Event such as any unauthorised access, interference, modification, destruction or the unsanctioned disclosure of Personal Information, he or she must immediately report this event or suspicion to the Information Office.

## **ANNEXURE A: PAIA FORM C: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

### REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(SECTION 53(1)) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000) -  
also applicable to the POPI Act in terms of section 25

[Regulation 10]

#### **A. Particulars of private body**

The Head:

#### **B. Particulars of person requesting access to the record**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

**Full names and surname:**

**Identity number:**

**Postal address:**

**Fax number:**

**Telephone number:**

**E-mail address:**

**Capacity in which request is made, when made on behalf of another person:**

#### **C. Particulars of person on whose behalf request is made**

- (a) This section must be completed ONLY if a request for information is made on behalf of another person. If a request is for records containing personal information, the request must be made by the person to whom the personal information relates unless exceptional circumstances can be proven.

**Full names and surname:**

**Identity number:**

**D. Particulars of record**

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

- (i) Description of record or relevant part of the record:
- (ii) Reference number, if available:
- (iii) Any further particulars of record:

**E. Fees**

- (a) A request for access to a record, other than the initial request to confirm the existence of a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

**Reason for exemption from payment of fees:**

**F. Form of access to record**

- (a) If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required

(b)

Disability:  Form in which record is required:	Form in which record is required	
Mark the appropriate box with an X.  NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.		

(c)

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images - this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</b>			
	view the images		copy of the images"
			transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	printed copy of record*		printed copy of information derived from the record"
			copy in computer readable form* (stiffy or compact disc)
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.			YES NO

**G. Particulars of right to be exercised or protected**

(a) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all th

**Indicate which right is to be exercised or protected:**

**Explain why the record requested is required for the exercise or protection of the  
aforementioned right:**

**H. Notice of decision regarding request for access**

(a) You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... this..... day of ..... 20.....

---

SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF  
REQUEST IS MADE

## ANNEXURE B: POPIA FROM 1: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION

### 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:

- (a) Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- (b) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- (c) Complete as is applicable.

(a)

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):	

<b>Fax number/ E-mail address:</b>	
<b>C</b>	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

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

## ANNEXURE C: POPIA FORM 2: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION

### 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:*

- (a) Affidavits or other documentary evidence as applicable in support of the request may be attached.
- (b) If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
- (c) 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)

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):	



<b>Fax number / E-mail address:</b>	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
<b>Name(s) and surname/ Registered name of responsible party:</b>	
<b>Residential, postal or business address:</b>	
	Code ( )
<b>Contact number(s):</b>	
<b>Fax number/ E-mail address:</b>	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/DESTROYED</b>
<b>D</b>	<p><b>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</b></p> <p><b>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.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>


Signed at ..... this ..... day of .....20.....

.....

Signature of data subject/ designated person