

PROTECTION OF PERSONAL INFORMATION ACT – “POPIA”

On the 1st of July 2021, South Africa joined the ranks of the countries that have legislated the protection of personal information, and the POPI Act came into force. The protection of personal information by users is now mandatory.

POPI legislation requires that we document certain policy information and procedures. Our policies and procedures are documented below.

Our information privacy notice is as follows:

PRIVACY NOTICE

1. PURPOSE

- 1.1 We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to set out how we collect, use, store and protect personal information as set out in the Protection of Personal Information Act 4 of 2013 (POPIA).
- 1.2 POPIA affects the constitutional right to privacy, regulates how personal information may be processed, and provides rights and remedies to protect personal information.
- 1.3 The way we process personal information is directly aligned to our mandate and for the purpose of dispute resolution.

2. WHAT PERSONAL INFORMATION DO WE COLLECT?

- 2.1 The personal information that we collect will include, but is not limited to:
 - 2.1.1 name, surname, company name, company registration number, email address, physical or postal address, telephone number, cellular number, ID number, etc.

3. WHAT DO WE DO WITH YOUR PERSONAL INFORMATION?

- 3.1 We use your personal information to provide you with our services and deal with SARS, SARB, and any other agency/party you have authorised to deal with on your behalf.
- 3.2 We will not share your personal information other than for the purpose for which it was collected.

- 3.3 We will not use your personal information for a purpose that you are not aware of or have not given us consent for.

4. ACCURACY AND UPDATING OF INFORMATION

- 4.1 We will make every attempt to keep your personal information as up-to-date and as accurate as possible.
- 4.2 We may request you, from time to time, to update your information.
- 4.3 You can update and review your information by emailing or telephoning us; however, we prefer to confirm changes in writing.
- 4.4 Due to the nature of our business, only you may update your personal data; We will not accept an update of your personal information/details from any other person.
- 4.5 In most cases, our clients are known to us personally. To better protect you and safeguard your information, we will take steps to verify your identity before granting you access to your information or when making changes to your personal information in cases where we do not know you personally, although this would be very unusual.

5. RETENTION OF PERSONAL INFORMATION

We will not keep personal information for longer than is necessary. We keep personal information for 5-10 years as prescribed by the legislation and regulations (as amended from time to time) that govern our business and your affairs.

6. HOW DO WE MAKE SURE THAT YOUR PERSONAL INFORMATION IS SECURE?

- 6.1 Only the people who need to know will have access to your personal information.
- 6.2 We have security measures in place to prevent unauthorised or unlawful processing of personal information or access to personal information, including accidental loss, destruction, or damage to personal information data.

7. FURTHER PROCESSING OF PERSONAL INFORMATION

Your personal information will not be processed further than required by us or authorised by you unless required by law.

8. WHAT ARE YOUR RIGHTS?

- 8.1 You have the right to access, amend, rectify, object to the processing of your information, and request the discarding of your information at any time. You may do so by contacting us telephonically on +(27) 10 006 0353 or by email at address info@mckinoninc.com.

8.3 If you feel that we have not protected your personal information and have thereby compromised your right to privacy, then you may approach our information officer by email at address michaelm@mcknoninc.com.

8.4 If, after you have already approached us, you are still dissatisfied, you can complain to the Information Regulator at address: complaints.IR@justice.gov.za.

9. DEEMED ACCEPTANCE OF THE POLICY

By providing us with your personal information, you are deemed to have read, understood, accepted, and agreed to be bound by all the terms of this policy.

10. CHANGES TO THE POLICY

We reserve the right to change the terms of this policy at any time by updating this web page. Unless otherwise stated, the current version of this document shall supersede and replace all previous versions of this policy.
