



PROTECTION OF PERSONAL INFORMATION ACT (POPIA) PRIVACY NOTICE

Approved By:

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Position:

HOI Local Government

Signature



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THE PROTECTION OF PERSONAL INFORMATION ACT: PRIVACY NOTICE

1. Introduction

This Notice explain so that you understand our approach towards how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (POPIA).

At the Department of Local Government (DLG), we are committed to protecting your privacy and to ensure that your personal information is collected and used, lawfully and transparently.

2. Definition of personal information

According to the Act "personal information" means information relating to an identifiable, living, natural person and where it is applicable, and identifiable, existing juristic person. Further to the POPI Act, DLG also include the following items of personal information:

- All addresses including residential, postal and e-mail addresses;
- Change of name – for which we require copies of marriage certificate or official change of name document by the state department.

3. The information we collect

We collect and process your personal information mainly to contact you for the purpose of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name and organisation.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Examples of information we collect from you are:

- Name & surname;
- ID Number;
- Address
- E-mail address;
- Telephone / cell number.

Website usage information may be collected by using "cookies" which allow us to collect standard internet visitor usage information.

4. How we use your information

Where we collect Personal Information for a specific purpose, we will not keep it for longer than is necessary to fulfil that purpose, unless we have to keep it for legitimate business or legal reasons.

For example:

- To gather contact information;

- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or client satisfaction research or for statistical analysis;
- In connection with legal proceedings;
- To comply with legal and regulatory requirement, industry codes or otherwise allowed by law.

5. Disclosure of information

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights;

6. Personal Information Security

We are legally obliged to provide adequate protection for your personal information we hold and to stop unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigation and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

7. Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers / addresses as provided on our website and specify what information you require. We will need a copy of your ID document / card to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

8. Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will take all reasonable steps to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate and up to date by notifying us of any changes we need to be aware of.

9. Retention of Personal Information

DLG will retain your personal information in compliance with the POPI Act and in compliance with other applicable legislation.

10. Right to object

In terms of the POPI Act section 18. (h) (iv), you have the right to object to the processing of personal information as referred to in section 11(3) of the POPI Act.

11. Right to lodge a complaint

In terms of the POPI Act section 18. (h) (v), you have the right to lodge a complaint to the Information Regulator South Africa (IRSA). The IRSA contact details are:

12. How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers / addresses listed below or on our website.

CONTACT DETAILS FOR DEPARTMENT OF LOCAL GOVERNMENT

Address	Waldorf Arcade
Physical Address:	80 St Georges Mall Waldorf Arcade 7 th & 8 th Floors Cape Town
Information Officer	Graham Paulse
Office telephone number:	021 483 4999
Cell number:	072 348 8135
E-mail address:	Graham.Paulse@westerncape.gov.za
Security Manager	Luvuyo Naphakade
Office telephone number:	021 483 2187
Cell number:	083 751 6234
E-mail address:	Luvuyo.Naphakade@westerncape.gov.za