

PLANTATIONS HOMEOWNERS ASSOCIATION

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Co Reg No 2003/009741/08

Information Officer: Alison Kitching (Estate Manager)

Policy title: POPI Policy

Revision date: 03 May 2021

Responsible Dept: Estate Office v2.03.05.21

Version compiled by: A Kitching

Version approved by:

Purpose: To comply with The Protection of Personal Information (POPI) Act 4 of 2013, in respect of the information it holds about any Person/Entity/Body/Individual/Company

Last date audited: Internal audit 03.05.21

Last audited by: Alison Kitching

Protection of Personal Information Policy (POPI)

1 Introduction

Plantations Home Owners Association (PHOA) is a residential housing estate consisting of 706 properties, further broken down into free hold stands and 5 separate Body Corporates.

PHOA is obligated to comply with The Protection of Personal Information Act 4 of 2013.

2 Objective

This policy sets the standard for suitable protection of personal information as required by The Protection of Personal Information Act 4 of 2013, as well as the purpose for which said information is used.

3 Information Officer

PHOA has appointed an Information Officer in terms of the Act and the responsibilities are as follows:

- I. The encouragement of compliance, by PHOA, with the conditions for the lawful processing of personal information.
- II. Managing requests made to PHOA pursuant to the Protection of Personal Information Act (POPI).

III. Working with the Regulator in relation to investigations conducted pursuant to prior authorisation required to process certain information of this Act in relation to the business.

IV. Ensuring compliance by PHOA with the provisions of this Act. This is an ongoing responsibility that will include training of new staff and to update internal policies.

Any deviations from this policy or breach thereof or incidents that may relate to such a possibility must be reported to the Information Officer.

4 Scope

This policy is applicable to PHOA’s Management, all employees and any Person/Entity/Body/Individual/Company (“the client”) whose information is supplied or given to PHOA.

4.1 Agreement and Consent declaration:

PHOA must have the consent of both Employee and Supplier before collecting and storing personal information.

- Employees need to sign a consent
- Suppliers - External service providers (Person/Entity/Body/Individual/Company) must sign a

separate Agreement and Consent declaration, whereby confirming commitment to this policy and will include assurance that security measures are in place when personal information is processed.

5 Control Collection and Processing of Personal Information

The PHOA has compiled a POPI Inventory of Documents Control as part of the compliance procedure. By compiling this Inventory, PHOA illustrates its commitment to sufficiently protecting and using information in a manner that facilitates transparency around the following:

POPI REQUIREMENTS	PHOA COMPLIANCE DETAILS
What is the reason for collecting the personal information	Procedure name and number
Usage - How and Why it is processed	Quality records generated
Identify any personal information	Personal Information? (Yes/No)
What is the Sensitivity of the information	Sensitivity? (High/Low)
What is the format of the information	"Format - (electronic / paper)"
Where is the information stored	Record location
Who the personal information is shared with	Access to record?
Who will monitor this information	"Responsibility (for ensuring accurate record keeping)"
Archiving of the information	"Retention time (according to PHOA record retention policy)"
Disposal of the Information	Disposal Trigger
	Disposal (Way of disposal)

6 Core principles

PHOA is committed to processing personal information lawfully and to comply with the following principles:

- PHOA will maintain and develop reasonable protective measures against risks such as loss, unauthorised access, destruction, use, alteration or revelation of personal information.
- **Accountability (section 8 of POPI) & Openness (sections 17 - 18 of POPI):** PHOA upholds the requirements of the legislation on POPI and maintains an approach of transparency of operational procedures that controls collection and processing of personal information.
- PHOA is committed to complying with all applicable regulatory requirements related to the collection and processing of personal information.
- **Processing Limitation (sections 9 – 12 of POPI) & Further Processing Limitation (section 15 of POPI):** PHOA undertakes to collect personal information in a legal and reasonable way and to process the personal information obtained from clients only for the purpose for which it was obtained in the first place.
- Processing of personal information obtained from clients will not be undertaken in an insensitive or wrongful way that can intrude on the privacy of the client.
- **Data Subject Participation (sections 23 - 25 of POPI):** Employees or Suppliers can request certain personal information and may also be required to correct or delete personal information within the specifications of the POPI Act.
- PHOA undertakes not to request or process information related to race, religion, medical situation, political preference, trade union membership, sexual certitude or criminal record. PHOA will also not process information of juveniles.
- **Information Quality (section 16 of POPI):** PHOA will ensure that accurate and sufficient information is on record of its clients and will be updated when necessary.
- PHOA also undertakes not to provide any documentation to a third party or service provider without the consent of the client except where it is necessary for the proper execution of the service as expected by the client.
- **Purpose Specific (sections 13 – 14 of POPI):** PHOA is compelled to keep effective record of personal information and undertakes not to retain information for a period longer than specified in the Act. Information will be disposed at the end of the retention period in such a way that it cannot be reconstructed.
- **Security Safeguards (sections 19 - 22 of POPI):** PHOA will secure the integrity and confidentiality of personal information in its possession. PHOA will provide the necessary security of data and keep it in accordance with prescribed legislation.

7 Availability and Revision

The Policy is made available in the PHOA office, by request, from the Information Officer.

This policy will continually be updated to comply with legislation, thereby ensuring that personal information will be secure.

Date: 03 May 2021