

## **POPIA**

POPIA means the Protection of Personal Information Act 4 of 2013

### **Dear site visitor**

Please see below a brief overview of what data we collect about you when visiting our website, how we store such data, for what purpose we apply it, in accordance with the requirements of the Protection of Personal Information Act (Popia).

Updates to this overview will be posted at this URL and will be effective when posted. Your continued use of this Site following the posting of any amendment, modification, or change shall constitute your acceptance thereof.

### **The information we collect**

We collect and process your personal information mainly to contact you for the purposes 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. Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

### **How we use your information**

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are authorised;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record-keeping purposes;

### **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.

### **Information Security**

We are legally obliged to provide adequate protection for the 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;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;

- Monitoring access and usage of private information;
- Investigating 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.

#### **Your Rights: Access to information**

Should you wish for us to delete, update correct your data from our records, please email us and we will gladly do so. We will need supporting documents to confirm your identity before providing details of your personal information.

#### **Definition of personal information**

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, we also include the following items as personal information:

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

#### **How to contact us**

Should you have any queries or concerns about the safety of your data, you may contact us at [infosales@2wayradio.co.za](mailto:infosales@2wayradio.co.za) with your query clearly stated in the subject line.

**Last updated: July 2021**