

**BOTTOM LINE SOLUTIONS
(Pty)Ltd**

POPIA MANUAL

**THE PROTECTION OF PERSONAL
INFORMATION ACT 4 OF 2013
(POPIA)**

1. **DEFINITIONS**

Data Subject:	the person to whom personal information relates.
Person:	natural person or juristic person
Responsible Party:	a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information
Consent	“voluntary, specific and informed expression of will in terms of which permissions is given for the processing of public information.”
Information Officer	“of, or in relation to, a <ul style="list-style-type: none"> a) Public body means an information or deputy information officer as contemplated in terms of section 1 or 17; or b) Private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act.”
Processing	any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including :- <ul style="list-style-type: none"> a) The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; b) Dissemination by means of

	<p>transmission, distribution or making available in any other form; or</p> <p>c) Merging, linking as well as restriction, degradation, erasure or destruction of information.”</p>
<p>Personal Information</p>	<p>information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:</p> <ul style="list-style-type: none"> a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; b) information relating to the education or the medical, financial, criminal or employment history of the person; c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person d) the biometric information of the person; e) the personal opinions, views or preferences of the person;

	<p>f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;</p> <p>g) the views or opinions of another individual about the person; and</p> <p>h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.”</p>
Electronic Communication	<p>means any text, voice, sound or image message sent over an electronic communications network which is stored in the network or in the recipient’s terminal equipment until it is collected by the recipient;</p>
Regulator	<p>means the Information Regulator established in terms of section 39</p>
Special Personal information”	<p>‘means personal information as referred to in section 26;</p>

2. COMPANY DETAILS

Name	
Reg No: CK No: ID No:	
Industry/Sector	Transport
Directors:	
Managing Director:	
Information Officer:	Matthew Van Rensburg
Postal address:	
Street address:	
Tel. No.:	
Fax No.:	N/a
E-Mail address:	matthew@blsportco.co.za
No of Employees :	
Turnover Threshold :	0<10m 10<50m 50<100m
B-BBEE Status Level:	

Bottom Line Solutions (Pty) Ltd, is dedicated to lawfully processing Personal Information in accordance with POPIA and as such have implemented various policies, and procedures to ensure that the integrity of the information being processed is protected , and any risk to data breaches have been minimised .

3. **PROTECTION OF PERSONAL INFORMATION BY BOTTOM LINE SOLUTIONS (Pty) Ltd**

- Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA;
- We collect and process Personal Information in order to efficiently operate our business and comply with legal obligations, as set out in our **Data Processing Policy**;
- All the information processed is accurate and processed for a lawful purpose and with the consent of the Data Subject in accordance with s 18 of The POPI Act 4 Of 2013; To this end we have generated a **Declaration of Accuracy and Informed Consent Document**.
- All information collected / processed via our website is regulated by our **Website Privacy Policy**.
- We will ensure that all Personal Information:
 - is processed lawfully, fairly and transparently.
 - is processed only for the purposes for which it was collected;
 - will not be processed for a secondary purpose unless that processing is **compatible** with the original purpose and the Data Subject has been informed and has consented thereto;
 - is adequate, relevant and not excessive for the purposes for which it was collected;
 - is accurate and kept up to date;
 - will not be kept for longer than necessary;
 - is processed in accordance with integrity and confidentiality

principles; this includes physical and organizational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by us, in order to protect against access and acquisition by unauthorized persons and accidental loss, destruction or damage;

- is processed in accordance with the rights of Data Subjects, where applicable.

4. **DATA SUBJECTS HAVE THE RIGHT TO:**

- a) be notified that their Personal Information is being collected by Bottom Line Solutions (Pty) Ltd. The Data Subject also has the right to be notified in the event of a data breach;
- b) know whether we hold Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Manual;
- c) object to BLS's use of their Personal Information and request the deletion of such Personal information in accordance with our Data Destruction policy using **Annexure "A" below;**
- d) request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information using **Annexure "B" below;**
- e) object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications;
- f) Follow the Internal Complaints Policy and lodge a complaint with our Information Officer, **Matthew Van Ransburg** at **matthew@blsportco.co.za**
- g) Lodge a complaint with the Information Regulator, with any allegation of a breach of any provisions of the POPIA and / or an infringement of the Data Subjects rights under POPIA: **complaints.IR@justice.gov.za**

Annexure A

Objection to the Processing of Personal Information in terms of Section 11(3) of the Protection of Personal Information Act, 2013

Regulations Relating to The Protection of Personal Information, 2018

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
Fax number / E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

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Signed at on this day of 20

Signature of data subject/designated person

Annexure B

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

Regulations Relating to the Protection of Personal Information, 2018

[Regulation 3]

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. 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 authorized to retain the record of information

A	Details of Data Subject
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	

Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ registered name of data subject:	
Residential, postal or business address:	
Contact number(s):	
C	Reasons for Objection in Terms of Section 11(1)(D) to (F) (Please Provide Detailed Reasons for The Objection)
D	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 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. (Please Provide Detailed Reasons for the Request)

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