KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS

PROTECTION OF PERSONAL INFORMATION ACT (POPIA) PROCEDURES MANUAL

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1. Rationale

The Protection of Personal Information Act (POPIA) no. 4 of 2013 gives effect to the constitutional right to privacy in terms of Section 14 of the Bill of Rights of the Constitution of South Africa. Non-compliance with the Act can result in penalties and damage to Kwa-Zulu Natal Department of Human Settlements' reputation and brand. The Department, by its nature of operations, collects and processes personal information of stakeholders such as employees, service providers and other third parties during its normal day-to-day operations. As such, Kwa-Zulu Natal Department of Human Settlements is considered a "responsible party" in terms of POPIA and is required to comply with the conditions and requirements that govern the processing of personal information.

2. Scope

This procedures manual applies to all the Kwa-Zulu Natal Department of Human Settlements' employees, service providers, contractors, consultants and other stakeholders of the Department.

3. Purpose

3.1   The purpose of this procedure manual is to enable Kwa-Zulu Natal Department of Human Settlements to achieve operational compliance with POPIA by:

    3.1.1   Defining privacy related procedures for the processing and handling of personal information; and

    3.1.2   Integrating privacy with existing Department's policies and procedures related to or affecting the processing of personal information and interactions with Data Subjects.

4. Definitions and Abbreviations

Data Subjects   The owners of personal information collected through various channels and processed by Kwa-Zulu Natal Department of Human Settlements in line with its operations.

Privacy	Protecting the rights of data subjects by ensuring that personal information is obtained, processed, retained and disposed of in a lawful manner and access to such personal information is limited to those who require access for legitimate purposes.
POPIA	Protection of Personal Information Act no. 4 of 2013.
PAIA	Provision of Access to Information Act no. 2 of 2000.
Policy	A set of principles adopted by Kwa-Zulu Natal Department of Human Settlements to comply with regulatory requirements, support and achieve strategic goals, which are linked to a specific control, and drive behaviour within the organization.
Regulatory Requirements	Any legislation applicable to Kwa-Zulu Natal Department of Human Settlements, i.e., legislation as set out in the Kwa-Zulu Natal Department of Human Settlements' Compliance Universe as amended from time to time.
Information Officer	The individual within Kwa-Zulu Natal Department of Human Settlements responsible for the execution of privacy governance functions and ensuring compliance with the PAIA and POPIA.
Deputy Information Officer	The individual within Kwa-Zulu Natal Department of Human Settlements responsible for assisting the Information Officer with the execution of privacy governance functions and ensuring compliance with the PAIA and POPIA.
Channel	The medium through which personal information is collected from a data subject. This could be paper-based application forms, questionnaires, contracts, etc., or electronic channels such as online web pages, email, SMS, telephone, etc.

5. POPIA Procedures

5.1. Further Processing of Personal Information Process

5.1.1. Procedure Overview

This procedure outlines the steps to be followed to determine whether further processing of personal information is compatible or incompatible with the original purpose for which personal information was collected from data subjects for processing.

5.1.2 Procedure Description

(a)   The Requester should submit the request for personal information to the Deputy Information Officer.

(b)   On receipt of the request, the Deputy Information Officer should assess whether the purpose for which the personal information is requested is legitimate. The Deputy Information Officer declines the request which is found to be illegitimate and informs the Requester for reasons for decline.

(c)   If the purpose is legitimate, the Deputy Information Officer checks the request against the privacy notice to confirm that it is compatible with the original purpose for which the personal information was collected.

(d)   If the request is not compatible with the original purpose of collection, consent should be obtained from the Data Subject prior to processing the request. The processing can only be performed if the Data Subject grants the consent. If no consent is granted, the request should be declined, and the Requester should be informed of the decline.

(e)   For requests which are aligned with the original purpose or where consent is granted by the Data Subject, the Deputy Information Officer reviews purpose

for the request to establish what fields should be provided considering the purpose of the request.

(f) The Deputy Information Officer then provides the Requester with the personal information requested with protection requirements communicated.

(g) The Requester receives the relevant personal information requested from the Deputy Information Officer and apply protection requirements.

Title: 5.1 Further Processing of Personal Information Process

Requestor

Start

1
Submit request for personal information

4
Receive declined request with reasons

End

8
Receive personal information requested and apply protection requirements

Deputy Information Officer

2
Receive request for personal information

Is purpose for which personal information requested legitimate?

—No—

3
Decline the request and inform Requestor of reasons

←

B (Process 5.2)

7
Provide information requested with protection requirements communicated

Yes

Obtaining Consent Process

→ Is the consent granted?

No

No

5
Check request against Privacy Notice

Is the request compatible with original purpose of collection?

—Yes—

6
Review purpose for the request to establish what fields to provide

A (Process 5.2)

5.2. Obtaining Consent Process

5.2.1. Procedure Overview

This procedure outlines the steps to be followed in order to obtain consent from the Data Subject for further processing if the personal information request is found to be not compatible with the original purpose for which the personal information was collected.

5.2.2. Procedure Description

(a) The Deputy Information Officer contacts the affected Data Subject to request consent to release his or her personal information to the Requester of the information.

(b) On receipt of the request, the Data Subject decides whether to grant the consent or not.

(c) If the Data Subject objects to provide the consent, the Deputy Information Officer should decline the request for processing of personal information and inform the Requester about reasons for decline.

(d) If the Data Subject has granted the consent for further processing of the personal information, the Deputy Information Officer should record the consent details in the Consent Register and file the evidence of the consent granted for control and future reference purposes.

(e) The Deputy Information Officer assesses the nature of personal information request to establish if it qualifies to be part of private notice.

(f) If the request qualifies, the Deputy Information Officer updates the private notice accordingly and communicate the updated privacy notice to all affected Stakeholders for the purpose of updating all relevant data collection forms affected.

Title: 5.2 Obtaining Consent Process

Deputy Information Officer

Start

Further Processing of Personal Information Process

1
Contact affected Data Subject to request release of personal information

A
(Process 5.1)

4
File received of consent received

Does nature of request qualify to be part of Privacy Notice?

No → End

Yes

5
Update the Privacy Notice

6
Communicate updated Privacy Notice to all affected stakeholders for updating all relevant Data Collection Forms

3
Record consent details in the Consent Register

Data Subject

2
Receive request for personal information with purpose described

Is the consent granted?

No → B
(Process 5.1)

Yes

5.3.Data Quality Process

5.3.1 Procedure Overview

This procedure outlines steps to be followed in order to notify Data Subjects that their personal information requires review and updating. The process includes steps to follow in order to update personal information in all instances where such updates are received.

5.3.2 Procedure Description

(a) The Deputy Information Officer issue notifications once a year to all the Kwa-Zulu Natal Department of Human Settlements' Data Subjects to request them to update their personal information.

(b) The Data Subjects receive the request for updating personal information and update their details directly into the system if they have access into the Kwa-Zulu Natal Department of Human Settlements' systems.

(c) If Data Subjects don't have access to the Kwa-Zulu Natal Department of Human Settlements' systems, the Data Subjects forward the personal information details to be updated to the relevant Deputy Information Officer.

(d) The Deputy Information Officer receive the personal information details to be updated from the Data Subjects and coordinate with the relevant Business Units for the updating of the details.

(e) Once the personal information has been updated, the relevant Deputy Information Officer should retain evidence that all Data Subjects were requested by Kwa-Zulu Natal Department of Human Settlements to update their details.

Title: 5.3 Data Quality Process

Phase

Deputy Information Officer

(Start)

1
Issue notification once a year to all Unisa`s Data Subjects to request them to update their personal information

End

4
Retain evidence that all Data Subjects were requested by Unisa to update their details

7
Coordinate with the relevant Business Unit to update Data Subjects` details on the system

6
Receive details to be updated

Data Subject

3
Update the details directly on the system

2
Receive request for updating of personal information

Can details be updated directly into the system by Data Subject?

Yes

No

5
Forward details to be updated to the relevant POPIA Champion

5.4.Correction of Personal Information Process

5.4.1 Procedure Overview

This procedure outlines the steps to be followed in order to handle requests for the correction of a Data Subject's personal information.

5.4.2   Procedure Description

(a) The Business Unit receives a request for correction of personal information from the Data Subject through the completed POPIA Form 2 and verifies the Data Subject to confirm that the request is indeed done by the owner of the personal information.

(b) If the Data Subject has been verified, the Business Unit performs correction of personal information on the relevant system.

(c) If personal information also needs to be corrected at any third parties' platform, the Business Unit notifies the Deputy Information Officer to liaise with the relevant external third party.

(d) The external third party corrects the relevant personal information as per the request and provides confirmation to Kwa-Zulu Natal Department of Human Settlements that the information has been corrected.

(e) On receipt of the confirmation, the Deputy Information Officer informs the Business Unit that the personal information has been corrected.

Title: 5.4 Correction of Personal Information Process

Business Unit

Start → 1. Receive request for correction of personal information → Is request for correction submitted via PAIA Form?

- No → 2. Notify Data Subject to resubmit the request through completion of PAIA Request Form → 3. Notify Data Subject to correct PAIA Request Form resubmit
- Yes → Is PAIA Form correctly completed?
  - No → 3. Notify Data Subject to correct PAIA Request Form resubmit
  - Yes → 4. Perform correction of personal information on the system → Is correction of personal information also to be done at an external third party?
    - No → End
    - Yes → 5. Inform relevant POPIA Champion

Deputy Information Officer

11. Receive confirmation that personal information has been corrected and notify Data Subject

6. Receive request to inform third party to correct personal information → 7. Contact external third party and request correction of personal information

External Third Party

10. Provide confirmation that personal information has been corrected ← 9. Correct personal information on the system ← 8. Receive request to correct personal information

5.5.Privacy Complaints and Incidents Response Process

5.5.1 Procedure Overview:

This procedure outlines the process to be followed in order to handle privacy complaints and incidents.

5.5.2 Procedure Description:

(a) The Deputy Information Officer receives notification of privacy complaint or incident, records it in the Privacy Complaints Register and conduct an investigation.

(b) If the complaint or incident is found not to be legitimate, the Deputy Information Officer updates the Privacy Complaints Register with the outcome of the investigation and provide the feedback to the Reporter of the complaint or incident.

(c) If the complaint or incident is found to be legitimate, the Deputy Information Officer performs a Root Cause Analysis and determines remediation plan.

(d) The Deputy Information Officer assigns the responsibility for implementation of remediation plan to the relevant Business Unit.

(e) The relevant Business Unit receives the remediation plans requiring implementation from the Deputy Information Officer and coordinates implementation of remediation plans with the Business Unit.

(f) The relevant Business Unit reports to the Deputy Information Officer after the remedial actions have been implemented.

(g) The Deputy Information Officer receives a report from the relevant Business Unit that the remedial plans have been implemented and updates the Privacy

Complains Register accordingly with the outcome of the investigation and remedial action implementation.

(h) Deputy Information Officer advice the Information Regulator and Incident Reporter of the root causes and remediation plan implemented.

Title: 5.5 Privacy Complaints and Incidents response Process

Information Officer or Deputy Information Officer

Start →

1
Receive notification of privacy complaint or incident

→

2
Record the privacy incident or compliant in the Privacy Complaints Register

→

3
Conduct an investigation of the privacy incident or complaint

→

Is Complaint or incident legitimate?

No →

4
Update Privacy Complaints register with the outcome

→

5
Provide feedback on the outcome of the investigation to the Reporter

→ End

Yes ↓

6
Perform Root Cause Analysis and determine Remediation Plan

↓

7
Assign responsibility for implementing Remediation Plans to the relevant POPIA Champion

12
Update the Privacy Complaints Register with outcome of the investigation and remedial action implementation

→

13
Advise the Information Regulator and Incident Reporter of the Root Cause and Remediation Plan implemented

→ End

11
Receive a report that Remedial Plans have been completed

Business Unit

10
Report to the Information Officer or Deputy Information Officer after the completion of implementation

←

9
Coordinate implementation of Remediation Plans with the relevant Business Unit

←

8
Receive a Remediation Plans requiring implementation

5.6. Data Classification and Handling Criteria Process

5.6.1 Procedure Overview

This procedure outlines the steps to be followed in order to handle data classifications and criteria process.

5.6.2 Procedure Description

(a) The relevant Business Unit collects personal information for processing purposes and classify the personal information according to the appropriate Data Classification Category, including classifying personal information and special personal information.

(b) Where practical the relevant Business Unit should segregate special personal information from the normal personal information and ensure that extra security measures are applied to the special personal Information for all processing activities performed and that only limited people have access to this type of information.

(c) The relevant Business Unit should ensure that personal information is processed and handled in line with the conditions for processing personal information.

Title: 5.6 Data Classification and Handling Criteria Process
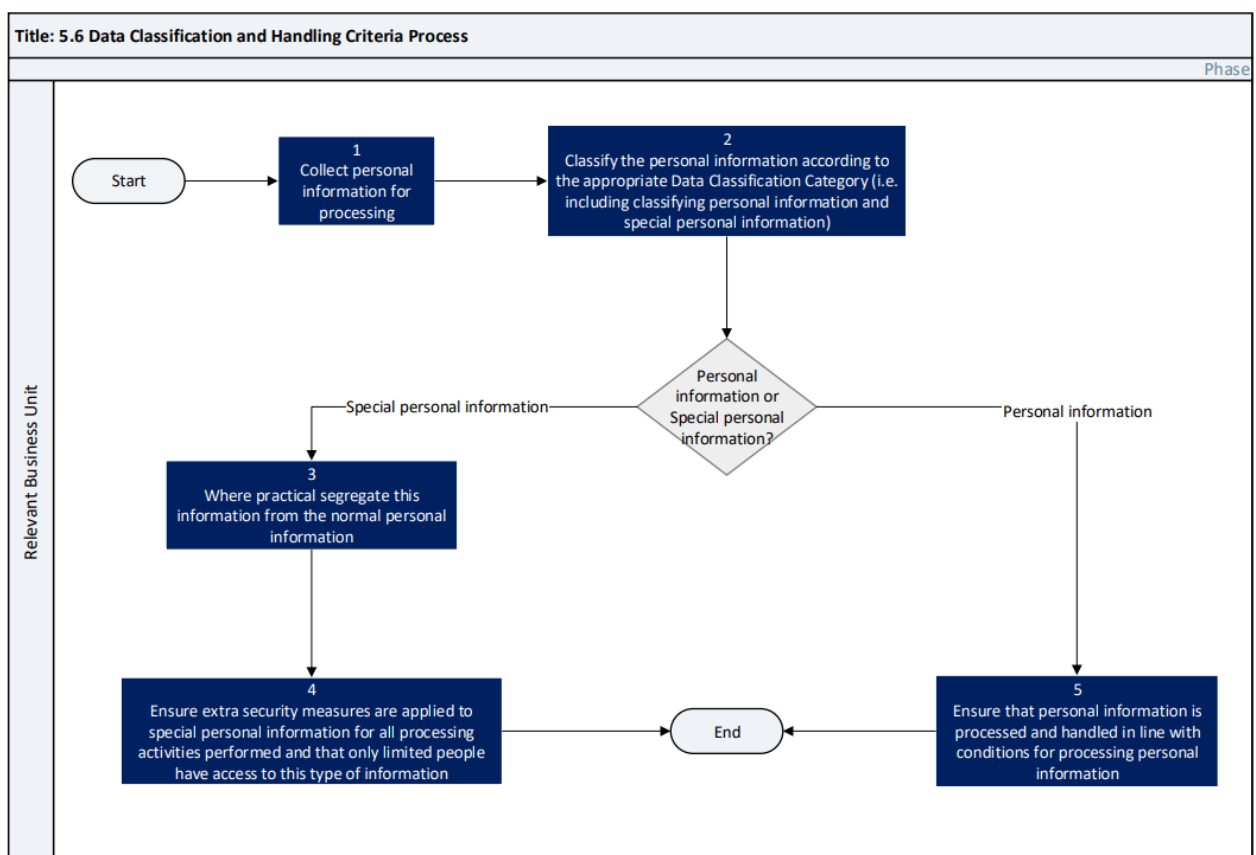
5.7. Objections to the Processing of Personal Information Process

5.7.1 Procedure Overview

This procedure outlines the steps to be followed to address objections raised by Data Subjects to the processing of their personal information by Kwa-Zulu Natal Department of Human Settlements.

5.7.2 Procedure Description

(a) The Data Subject submits the objection to the processing of personal information to Kwa-Zulu Natal Department of Human Settlements to the relevant Business Unit using the completed POPIA Form 1.

(b) On receipt of the objection, the Business Unit assesses the legitimacy of the objection and declines the request if it is found not to be legitimate.

(c) If the objection is legitimate, the Business Unit reports the objection to the Deputy Information Officer for review and approval.

(d) The Deputy Information Officer receives the request and assess the legitimacy of the objection.

(e) The Deputy Information Officer declines the request and inform the Business Unit of the reasons for rejection if the request is found not to be legitimate.

(f) If the objection is legitimate, the Deputy Information Officer records the objection in the Objections Register and coordinates the deletion of personal information internally and at the third parties, if applicable.

(g) The Deputy Information Officer notifies the Data Subject that the personal information has been deleted and provide evidence of the deletion of the information.

Title: 5.7 Objections to the Processing of Personal Information Process

Data Subject

Start

1
Submit the objection to processing personal information to SkX

6
Receive a notification of the decline for the objection and reasons for rejection

End

Business Unit

2
Receive objection for processing personal information from the Data Subject

Is PAIA Form completed correctly?

No → **3**
Notify Data Subject to complete PAIA Forms and resubmit objection

Yes → Is the objection legitimate?

No → **4**
Decline the objection

→ **5**
Inform Data Subject of reason for rejection

11
Receive a notification of the decline for the objection and reasons for rejection

Yes → **7**
Report the objection to the relevant POPIA Champion

Deputy Information Officer

9
Assess the validity of objection

8
Receive the request for objection from the Business Unit

Is the objection legitimate?

No → **10**
Decline the objection and inform Business Unit of reason for rejection

Yes → **12**
Record the objection in the Objections Register

13
Coordinate deletion of personal information internally and at third parties

14
Notify Data Subject and provide evidence of deletion of personal information

End

5.8.Notification to the Data Subjects and Information Regulator Process
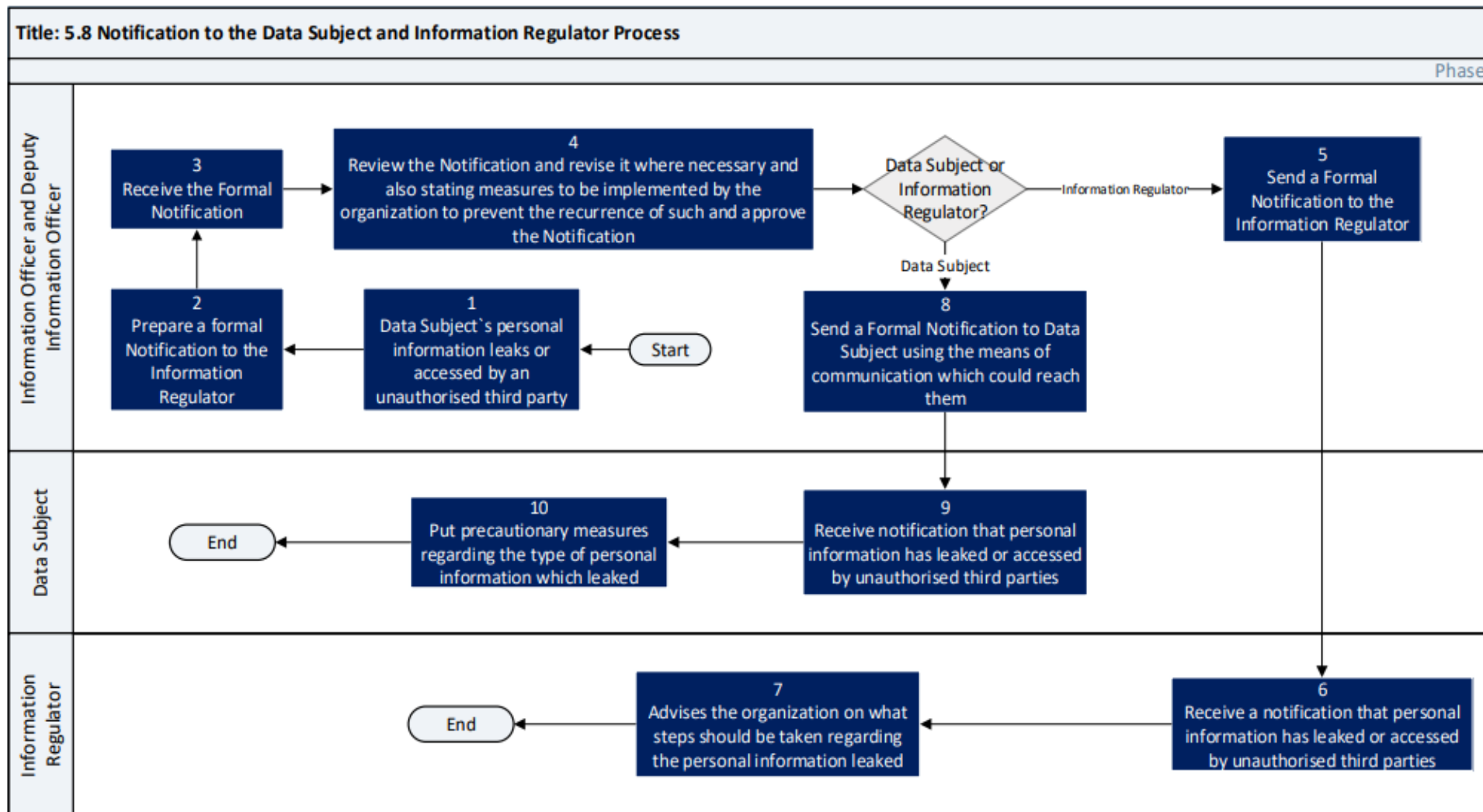
5.8.1 Procedure Overview

This procedure outlines the steps to be followed for notification to the Data Subjects and Information Regulator process about the leakage or unauthorised access by external third parties to the personal information occurred within the Kwa-Zulu Natal Department of Human Settlements.

5.8.2 Procedure Description

(a) The Data Subject's personal information leaks or is accessed by unauthorised third parties.

(b) The Deputy Information Officer prepares a formal notification to the Information Regulator and submit to the Information Officer for review and approval.

(c) The Information Officer reviews the notification and revise it where necessary and also state measures to be implemented by Kwa-Zulu Natal Department of Human Settlements to prevent the recurrence of such and approve the notification.

(d) The Information Officer or Deputy Information Officer send a formal notification to both the Information Regulator and the affected Data Subjects.

(e) The Information Regulator and affected Data Subjects receive a notification from Kwa-Zulu Natal Department of Human Settlements that the personal information has leaked or accessed by unauthorised third parties.

(f) On receipt of the notification from Kwa-Zulu Natal Department of Human Settlements, the Information Regulator advises Kwa-Zulu Natal Department of Human Settlements on what steps to be taken regarding the leaked information.

(g) The Information Officer or Deputy Information Officer should cooperate with the Information Regulator to facilitate the process of implementing the advises provided.

Title: 5.8 Notification to the Data Subject and Information Regulator Process

Phase

Information Officer and Deputy Information Officer

3
Receive the Formal Notification

4
Review the Notification and revise it where necessary and also stating measures to be implemented by the organization to prevent the recurrence of such and approve the Notification

Data Subject or Information Regulator?

— Information Regulator →

5
Send a Formal Notification to the Information Regulator

Data Subject

2
Prepare a formal Notification to the Information Regulator

1
Data Subject`s personal information leaks or accessed by an unauthorised third party

Start

8
Send a Formal Notification to Data Subject using the means of communication which could reach them

Data Subject

10
Put precautionary measures regarding the type of personal information which leaked

End

9
Receive notification that personal information has leaked or accessed by unauthorised third parties

Information Regulator

7
Advises the organization on what steps should be taken regarding the personal information leaked

End

6
Receive a notification that personal information has leaked or accessed by unauthorised third parties

5.9. Access Requests to Personal Information – Data Subjects Request Process
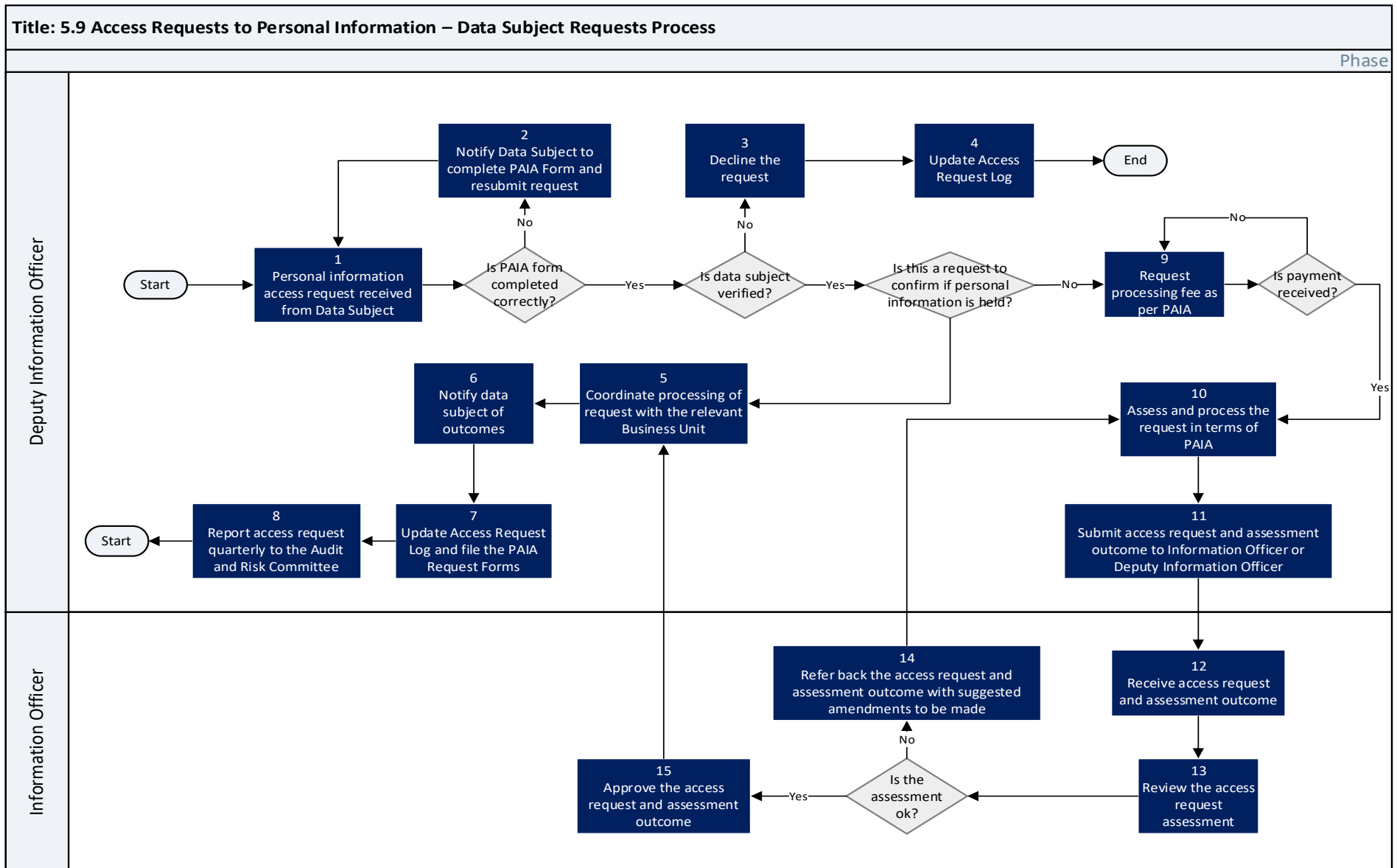
5.9.1. Procedure Overview

This procedure outlines the steps to be followed in order to assess requests of personal information by the Kwa-Zulu Natal Department of Human Settlements' Data Subjects, i.e., the process where Data Subjects are requesting their own personal information.

5.9.2. Procedure Description

(a) The Deputy Information Officer receives request for personal information from the Data Subject using the completed PAIA Form.

(b) The Deputy Information Officer verifies the Data Subject to confirm that the Requester of the personal information is indeed the owner of the information.

(c) If the Data Subject's request is just to confirm if personal information is held about them, there is no processing fee charged as per PAIA.

(d) If the request is to get access to personal information, the Deputy Information Officer requests the processing fee as per PAIA from the Requester (Data Subject) of the personal information.

(e) After the payment has been received by Kwa-Zulu Natal Department of Human Settlements, the Deputy Information Officer assesses the request and submits the assessment outcome to the Information Officer for review and approval.

(f) The Information Officer reviews the request assessment outcome and either approves or declines the request for information.

(g) On receipt of the approval, the Deputy Information Officer coordinates the processing of the request with the relevant Business Unit and notifies the Requester accordingly of the outcome of the request.

(h) The Deputy Information Officer records the request for personal information in the Access Requests Register and file the PAIA Form for control and future reference purposes.

Title: 5.9 Access Requests to Personal Information – Data Subject Requests Process

Deputy Information Officer

Start → 1 Personal information access request received from Data Subject → Is PAIA form completed correctly?

- No → 2 Notify Data Subject to complete PAIA Form and resubmit request
- Yes → Is data subject verified?
  - No → 3 Decline the request → 4 Update Access Request Log → End
  - Yes → Is this a request to confirm if personal information is held?
    - No → 9 Request processing fee as per PAIA → Is payment received?
      - No → (loops back to 9)
      - Yes → 10 Assess and process the request in terms of PAIA
    - (down) → 5 Coordinate processing of request with the relevant Business Unit

5 Coordinate processing of request with the relevant Business Unit → 6 Notify data subject of outcomes → 7 Update Access Request Log and file the PAIA Request Forms → 8 Report access request quarterly to the Audit and Risk Committee → Start

10 Assess and process the request in terms of PAIA → 11 Submit access request and assessment outcome to Information Officer or Deputy Information Officer → 12 Receive access request and assessment outcome

Information Officer

12 Receive access request and assessment outcome → 13 Review the access request assessment → Is the assessment ok?

- No → 14 Refer back the access request and assessment outcome with suggested amendments to be made → (back to 10)
- Yes → 15 Approve the access request and assessment outcome → (up to 5)

5.10. Access Requests to Personal Information – Third Parties Request Process

5.10.1. Procedure Overview

This procedure outlines the steps to be followed in order to assess requests of personal information of the Kwa-Zulu Natal Department of Human Settlements' Data Subjects by external third parties.
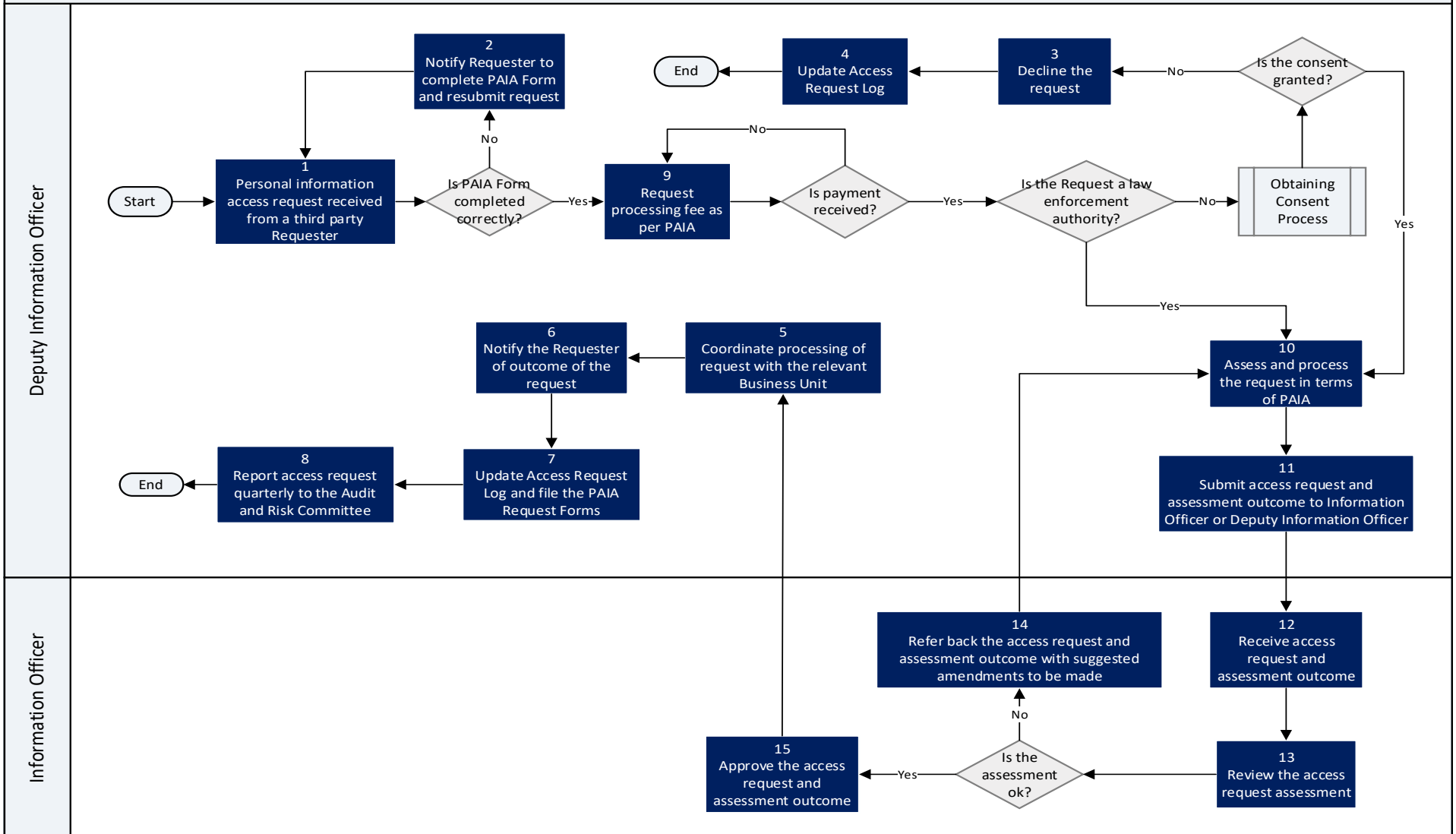
5.10.2 Procedure Description

(a) The Deputy Information Officer receives request for personal information of the Kwa-Zulu Natal Department of Human Settlements' Data Subjects from a third-party Requester using the completed PAIA Form.

(b) The Deputy Information Officer requests the processing fee as per PAIA from the Requester of the personal information.

(c) The Deputy Information Officer checks if the Requester is one of the law enforcement authorities and if not, facilitate the process of obtaining consent from the affected Data Subject. The Deputy Information Officer declines the request if the consent is not granted and updates the Access Request Register accordingly.

(d) If the request is from the law enforcement authority or the Data Subject has granted the consent, the Deputy Information Officer assesses the request and submits the assessment outcome to the Information Officer for review and approval.

(e) The Information Officer reviews the request assessment outcome and either approves or declines the request for information.

(f) The Deputy Information Officer coordinates the processing of the request with the relevant Business Unit and notifies the Requester accordingly of the outcome of the request.

(g) The Deputy Information Officer records the request for personal information in the Access Requests Register and file the PAIA Form for control and future reference purposes.

Title: 5.10 Access Request to Personal Information – Third Party Requests Process

Phase

Deputy Information Officer

Start

1
Personal information access request received from a third party Requester

Is PAIA Form completed correctly? — No →

2
Notify Requester to complete PAIA Form and resubmit request

Yes →

9
Request processing fee as per PAIA

Is payment received? — No →

Yes →

Is the Request a law enforcement authority? — No →

Obtaining Consent Process

Is the consent granted? — No →

3
Decline the request

4
Update Access Request Log

End

Yes →

10
Assess and process the request in terms of PAIA

Yes →

5
Coordinate processing of request with the relevant Business Unit

6
Notify the Requester of outcome of the request

7
Update Access Request Log and file the PAIA Request Forms

8
Report access request quarterly to the Audit and Risk Committee

End

11
Submit access request and assessment outcome to Information Officer or Deputy Information Officer

Information Officer

14
Refer back the access request and assessment outcome with suggested amendments to be made

12
Receive access request and assessment outcome

15
Approve the access request and assessment outcome

Is the assessment ok? — No ↑ / Yes →

13
Review the access request assessment

6. Oversight of Privacy Governance

The POPIA Working Committee is responsible for providing oversight on POPIA Compliance within the Department. The Chairperson of the POPIA Working Committee submits quarterly reports to other governance structures relating to ongoing monitoring of compliance with the conditions and requirements of POPIA. The reporting will include, amongst others, the following aspects:

(a) Ongoing compliance monitoring with conditions and requirements of POPIA

(b) Investigation of allegations of privacy breaches reported to Kwa-Zulu Natal Department of Human Settlements

(c) Ongoing POPIA training and awareness

7. POPIA Prescribed Forms

The following POPIA forms as prescribed by Regulation 4 of POPIA are attached to this Procedures Manual:

- Form 1 - Objection to the Processing of Personal Information
- Form 2 - Request for Correction of Personal Information
- Form 4 - Application for the Consent of a Data Subject for the Processing of Personal Information for the purpose of Direct Marketing

POPIA FORM 1

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
(Regulation 2)

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection must be attached.
2. If the space provided for in this Form is inadequate, summit 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 or identity number	
Residential, postal or business address	Code ( )
Contact number(s)	
Fax number or e-mail address	

B	DETAILS OF RESPONSIBLE PARTY
Name of responsible party	
Residential, postal or business address	Code ( )
Contact number(s)	

Fax number or e-mail address	
C	**REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) TO (f)** (Please provide detailed reasons for the objection)

Signed at …………………………this ………….. day of ………………………….. 20………

…………………………………………………………
    Signature of data subject/designated person

POPIA FORM 2

REQUEST FOR CORRECTION 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 (ACT NO. 4 OF 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, summit 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 control of the responsible party

☐	Destroying or deletion of a record of personal information about the data subject which is in possession 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 or postal address	
	Code ( )
Contact number(s)	
Fax number or e-mail address	
B	**DETAILS OF RESPONSIBLE PARTY**
Name of responsible party	

Residential, postal or business address	
Contact number(s)	
Fax number or e-mail address	

C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED

D	REASONS FOR:
	• CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN THE POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY and/or • 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)

Signed at ……………………….this …………... day of ……………………………... 20………

……………………………………………………….
   Signature of data subject (applicant)

POPIA FORM 4

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
(Regulation 6)

TO   :   _____

_____

_____

_____
(Name of data subject)

FROM :   _____

_____

_____

_____

Contact numbers(s):   _____

Fax number: _____

E-mail address: _____
(Name, address and contact details of responsible party)

Full names and designation of person signing on behalf of responsible party:

……………………………………..
Signature of designated person

Date: _____

I, _____ (*full names of data subject*) hereby:

☐   Give my consent

To receive direct marketing of goods or services to be marketed by means of electronic communication

SPECIFY GOODS or SERVICES:

_____

_____
_____
_____

SPECIFY METHOD OF COMMUNICATION:

☐ Fax

☐ E-mail

☐ SMS

☐ Other, specify _____

Signed at ……………………………this ………….. day of ……………………………….. 20………

………………………………………………………….
    Signature of data subject