



# Reliable Transformers cc

## POLICY – Protection of Personal Information Act (POPIA)

ISO 9001:2015

Effective Date: 01/07/2021

Authorised by Karen van Zyl

## POLICY – Protection of Personal Information Act (POPIA)

Reliable Transformers is committed to compliance with, and adheres to, The Protection of Personal Information Act (POPIA) South Africa and confirm that we comply with this legislation.

### 1.0 Introduction

The POPI Act requires RT to:

- 1.1 Sufficiently inform customers, potential customers, service providers, vendors, individuals and suppliers the purpose for which we will process their personal information.
- 1.2 Protect our information assets from threats, whether internal or external, deliberate or accidental, to ensure business continuation, minimize business damage and maximize business opportunities.

### 2.0 Scope

This policy and compliance framework establishes measures and standards for the protection and lawful processing of personal information within the company and provides principles regarding the Right of Individuals to privacy and to reasonable safeguarding of their personal information.

### 3.0 Responsibility

The Information Officer is responsible for:

- Conducting a risk assessment
- The development, implementation and monitoring of this policy and compliance framework.
- Ensuring that this policy is supported by appropriate documentation.
- Ensuring that documentation is relevant and kept up to date.
- Ensuring this policy and subsequent updates are communicated to relevant managers, employees and associates, where applicable.

All employees, subsidiaries, business units, departments and individuals directly associated with RT are responsible for adhering to this policy and for reporting any security breaches or incidents to the Information Officer.

Any service provider that provides information technology services, including data storage facilities, to RT, must adhere to the requirements of the POPI Act to ensure adequate protection of personal information held by them on our behalf. Written confirmation to this effect must be obtained from relevant service providers.

3.1 Reliable Transformers may request certain information from you which may include, but is not limited to:

- Contact details, including contact details of the company's representative and directors.
- Contact details pertaining to third party audit/registered governing bodies.
- Company registration information and supporting documentation.
- Banking details and supporting financial documentation.
- Credit reports or references.
- Tax clearance certificates
- BBBEE Certificates
- Letter of Good Standing
- Calibration Certificates, reports and supporting measuring, monitoring or equipment documentation.
- Certificate of Analysis, Material Safety and Product Safety Data Sheets
- General Acceptance Drawings
- Specification Sheets
- Quality Control Plans
- Punch Lists
- Test Certificates
- Investigation Reports
- Relevant photographic evidence
- Data Books
- Documentation relating to The Occupational Health & Safety Act, No 85 of 1993.

3.2 The personal Information we collect from you shall be collected in a lawful manner based on the laws stipulated in terms of POPIA. These may include one or more of the following:

- If information is required to confirm or verify your identity and authority to conduct business with Reliable Transformers.

- Information that is essential to initiate and conclude any contractual obligations in terms of either a contract, financial agreement or similar legal obligations.
- If information is required in terms of legality interests, such as to uphold the safety of visitors and external technicians when on our premises, to protect our IT and Financial Infrastructure.

## **4.0 PRINCIPLES**

### **4.1 Accountability**

RT will take reasonable steps to ensure that personal information obtained is stored safely and securely. This includes:

- Resumes
- Reference checks
- Credit references
- Qualifications
- Integrity checks
- VAT statements
- Company Registration Documentation
- Any other personal information that may be obtained for the purposes of representation.

### **4.2 Processing Limitation**

RT will directly collect information. Once in our possession we will only process or release information with consent, except where we are required to do so by law. In the latter case, we will always inform the relevant parties.

### **4.3 Specific purpose**

RT collects information from customers and potential customers as to establish the best possible service we may supply them with.

### **4.4 Limitation on further processing**

Information may not be processed further in a way that is incompatible with the purpose for which the information was collected initially unless required to do so for legal purposes.

### **4.5 Information quality**

We are responsible for ensuring that information is complete, up to date and accurate before we use it. This means that it may be necessary to request further information from time to time, to update your information and confirm that it is still relevant.

#### 4.6 Transparency

Where information is collected from a source other than directly from a business (e.g., social media, portals, recruitment agencies, website) we are responsible for ensuring that the business is aware:

- That their information is being collected
- Who is collecting their information by providing details
- Of the specific reason that RT is collecting their information

#### 4.7 Security safeguards

RT will ensure technical and organizational measures to secure the integrity of information, and guard against the risk of loss, damage or destruction thereof. Information must also be protected against any unauthorized or unlawful access or processing.

RT is committed to ensuring that information supplied is only used for legitimate purposes and only by authorized employees of the company.

#### 4.8 Participation of Individuals

Businesses are entitled to know particulars of their personal information held by us, as well as the identity of any authorized employees of our company that had access thereto. Businesses are also entitled to correct any information held by us.

You have the right to request a copy of our company POPIA Policy.

### **5.0 OPERATIONAL CONSIDERATIONS**

#### 5.1 Monitoring

The CEO, General Manager, Quality Manager and Information Officer are responsible for administering and overseeing the implementation of this policy and, as applicable, supporting guidelines, standard operating procedures, notices, consents and appropriate related documents and processes.

All employees, departments and individuals directly associated with RT are to be trained, according to their functions, in the regulatory requirements, policies and guidelines that govern the Protection of Personal Information. RT will conduct periodic reviews and audits, where appropriate, to ensure compliance with this policy and guidelines.

#### 5.2 Policy compliance

RT is required to keep your Personal Information for no longer than is necessary for the purposes for which it is processed. After your Personal Information is no longer

necessary for the purposes for which it was processed, it will be irreversibly destroyed. Contracts which have been concluded with Reliable Transformers may be retained for the duration of the contract, and 5 years thereafter. Your contact information may be retained for as long as a business relationship exists between you and Reliable Transformers. Your information may be retained for as long as a suitable opportunity arise for a potential business relationship between you and Reliable Transformers.

**6.0 Agreement to the Terms and Conditions as set out in this Policy, must be received in writing. Failing which it will be deemed that you accept and agree to the conditions outlined by this Policy (QUAL4870).**

**PLEASE COMPLETE THE CONSENT FORM ATTACH TO THIS POLICY**