



PROTECTION OF PERSONAL INFORMATION: ACT No. 4 of 2013 (POPI ACT)

A. POPI Disclaimer

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act (Act No. 4 of 2013) which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us.

B. Why we collect Personal Information:

We collect personal information in order to liaise with you in person, telephonically, via our website, via email, via our several social media platforms, including, but not limited to the Disaster Management Telegram App, so that we may:

1. Respond to any notice, alert, query or comment received from you;
2. Inform you of our actions, planned and otherwise, if deemed necessary and appropriate;
3. Inform you of a disaster situation and provide safety instructions and evacuation orders if necessary;
4. Liaise with you regarding issues which are of general community importance/interest, and other issues which we deem appropriate and necessary to contribute towards fulfilling our constitutional obligation(s);
5. For the purposes for which you specifically provided the information; and
6. Generally to improve your experience on our communication platforms.

C. Processing of Information

We will share your personal information:

1. In order to comply with applicable law or with legal process served on our organisation;
2. In order to protect and defend the rights or property of our organization

D. Security Measures

We will:

1. Treat your personal information as strictly confidential;
2. Take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. Promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. Provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request;
5. Not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF OUTSIDE OUR REASONABLE CONTROL.



E. **Your rights**

You have the right at any time to:

1. Rectify the Personal Information collected by us;
2. Object to the processing of Personal Information (subject to legislation);
3. Request the return or destruction of Personal Information (subject to legislation);
4. Lodge a complaint with the organisation.

The Personal Information processed by us is not routed/transferred to a third party or international organisation.