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Department: Legal	Risk: Wrongfully storing and/or accessing personal information. Wrongfully distributing personal information of a data subject. Possibility of data breaches including the cost of data breaches (fines) and the possibility of business downtime caused by theft or loss of data, as well as legal action in the event of non-compliance.	Mitigation: maintaining and implementing a PoPIA Compliance Framework, remaining up to date on industry changes.
	KPI: No data breaches and/ or fines levied against the company. No non-compliances found. Ensuring that all internal controls and procedures are adhered to.	Ensuring that internal awareness training is conducted, and all employees are aware of the impact of PoPIA and the necessary procedures to follow. All departments maintaining their respective databases and ensuring that all data is correctly deleted, stored and/or retained. Properly adhering to any requests made in respect of de-identification and/or removal of any personal information.

POPIA POLICY

Document Owner:	Reviewed By:	Approved By:
Head of Legal	Legal Advisor	Executive Committee
Signature:	Signature:	Signature:
		

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1. Introduction

- 1.1. Through the conduct of its business activities, Balwin Properties Limited, registration number: 2003/028851/06 (the "**Balwin**" / "**we**" / "**us**" / "**our**") processes (including collects, uses, stores, disseminates and disposes of) personal information of clients, suppliers, employees and/or other stakeholders (collectively, data subjects, as defined below).
- 1.2. Balwin is committed to effectively and efficiently managing personal information in accordance with the provisions of the Protection of Personal Information Act, 4 of 2013 and any regulations promulgated pursuant thereto ("**PoPIA**").
- 1.3. This privacy policy ("**Policy**") is intended to govern Balwin's processing of personal information of clients, suppliers, employees and/or other stakeholders.

2. Important Notice


Please read the terms of this Policy carefully to understand our views and practices regarding personal information and how we will treat it.

3. Definitions, Acronyms and Abbreviations

Unless otherwise determined by the context, the words and expressions used in this Policy shall bear the meaning assigned to them below -

- 3.1. "**child**" means a natural living person under the age of 18;
- 3.2. "**consent**" means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information;
- 3.3. "**data subject**" means a person to whom personal information relates;
- 3.4. "**de-identify**" means to delete any personal information that identifies a data subject, or which can be used by a reasonably foreseeable method to identify, or when linked to other information, that identifies the data subject and the term "**de-identified**" shall have a corresponding meaning;
- 3.5. "**direct marketing**" means to approach a data subject, either in person or by mail or electronic communication, for the direct or indirect purpose of: (i) promoting or offering to supply, in the ordinary course of business, any goods or services to the data subject; or (ii) requesting the data subject to make a donation of any kind for any reason;
- 3.6. "**deputy information officer**" means the Head of Legal of Balwin, whose responsibility is to ensure the organisation's compliance with PoPIA;
- 3.7. "**information regulator**" means the information regulator established in terms of section 39 of PoPIA;
- 3.8. "**legitimate basis**" means any of the following legitimate bases recognised by PoPIA for the processing of personal information -
 - 3.8.1. the data subject, or a competent person where the data subject is a child, consents to the processing; or

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- 3.8.2. the processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party; or
- 3.8.3. the processing complies with an obligation imposed by law on the responsible party; or
- 3.8.4. the processing protects a legitimate interest of the data subject; or
- 3.8.5. the processing is necessary for pursuing the legitimate interests of Balwin or of a third party to whom the information is supplied.

3.9. "operator" means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of the responsible party;


3.10. "personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to -

- 3.10.1. 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;
- 3.10.2. information relating to the education or the medical, financial, criminal or employment history of the person;
- 3.10.3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- 3.10.4. the biometric information of the person;
- 3.10.5. the personal opinions, views or preferences of the person;
- 3.10.6. 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;
- 3.10.7. the views or opinions of another individual about the person; and
- 3.10.8. 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;

3.11. "processing / process" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including –

- 3.11.1. the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- 3.11.2. dissemination by means of transmission, distribution or making available in any other form; or

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3.11.3. merging, linking, as well as restriction, degradation, erasure or destruction of information;

3.12. "re-identify" means, in relation to personal information of a data subject, to resurrect any information that has been de-identified that identifies the data subject, or can be used or manipulated by a reasonably foreseeable method to identify the data subject;

3.13. "responsible party" means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing of personal information; and

3.14. "special personal information" means personal information relating to: (i) the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or (ii) the criminal behaviour of a data subject to the extent that such intimation relates to: (a) the alleged commission by a data subject of any offence; or (b) any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.

4. Purpose

4.1. The purpose of this Policy is to protect Balwin from the compliance risks associated with the protection of personal information under PoPIA and to ensure that Balwin processes personal information in a manner that demonstrates its commitment to the privacy of data subjects.

4.2. This Policy demonstrates Balwin's commitment to protecting the privacy rights of data subjects in the following manner –


- 4.2.1. through stating desired behaviour and directing compliance with the provisions of PoPIA and best practices;
- 4.2.2. by developing and implementing internal controls for the purpose of managing the compliance risk associated with the processing of personal information;
- 4.2.3. by creating business practices that will provide reasonable assurance that the rights of data subjects are protected and balanced with the legitimate interests of Balwin; and
- 4.2.4. by assigning specific duties and responsibilities to control owners, including the appointment of an deputy information officer to ensure compliance with PoPIA and where necessary, in order to protect the interests of Balwin and data subjects.

5. Application of this Policy

5.1. This Policy applies to –

- 5.1.1. all employees, directors, officers and other staff of Balwin ("**Personnel**"); and
- 5.1.2. all third parties who process the personal information of Balwin's data subjects on behalf of Balwin or as part of any functions or duties which they carry out (whether contractual or otherwise) for Balwin ("**Authorised Third Parties**").

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- 5.2.** The legal duty to comply with PoPIA's provisions and this Policy is activated in any situation where there is: processing of personal information by or for a responsible party domiciled within the Republic of South Africa or a responsible party not domiciled in the Republic of South Africa but making use of automated or non-automated means in the Republic of South Africa to process personal information.
- 5.3.** This Policy is applicable to the processing of all personal information throughout the information life cycle, from the point of first collection of personal information until the time that such information is destroyed.
- 5.4.** This Policy should be read in conjunction with all other relevant policies of Balwin regulating privacy and protection of information.
- 5.5.** This Policy will not apply in situations where the processing of personal information –
- 5.5.1. is concluded in the course of purely personal or household activities; or
- 5.5.2. where the personal information has been de-identified.

6. Rights of Data Subjects

- 6.1.** Balwin must ensure that its data subjects (including clients, suppliers and other persons in respect of whom personal information is processed) are made aware of the rights conferred upon them as data subjects.
- 6.2.** In carrying out its processing activities, where Balwin is a responsible party, Balwin must ensure that it gives effect to the following rights enshrined under PoPIA –
- 6.2.1. The rights to access personal information
- Balwin recognises that a data subject has the right to establish whether Balwin holds personal information related to him, her or it, including the right to request access to that personal information, where such personal information is held by Balwin.
- 6.2.2. The right to have personal information corrected or deleted
- Balwin recognises that a data subject has the right to request, where necessary, that his, her or its personal information must be corrected or deleted where Balwin is no longer authorised to retain the personal information.
- 6.2.3. The right to object to the processing of personal information
- Balwin recognises that a data subject has the right, on reasonable grounds, to object to the processing of his, her or its personal information. In such circumstances, Balwin will give due consideration to the request and the requirements of PoPIA.
- 6.2.4. The right to object to direct marketing
- Balwin recognises that a data subject has the right to object to the processing of his, her or its personal information for purposes of direct marketing.

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6.2.5. The right to complain to the information regulator

Balwin recognises that a data subject has the right to submit a complaint to the information regulator regarding an alleged infringement of any of the rights protected under PoPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

6.2.6. The right to be informed

Balwin recognises that a data subject has the right to be notified that his, her or its personal information is being collected by Balwin. The data subject also has the right to be notified in any situation where the organisation has reasonable grounds to believe that the personal information of the data subject has been accessed or acquired by an unauthorised person.

7. General Guiding Principles

All Personnel and/or Authorised Third Parties must at all times be subject to, and act in accordance with, the following guiding principles –

7.1. **Accountability**

7.1.1. Balwin will ensure that the provisions of PoPIA and the guiding principles outlined in this Policy are complied with through the encouragement of desired behaviour. However, Balwin will take appropriate sanctions, which may include disciplinary action, against those individuals who through their intentional or negligent actions and/or omissions fail to comply with the principles and responsibilities outlined in this Policy.

7.1.2. Failing to comply with PoPIA could potentially damage Balwin's reputation, expose Balwin to administrative fines or expose Balwin to civil claims for damages. The protection of personal information is therefore the responsibility of all Personnel and Authorised Third Parties.


7.2. **Processing Limitation**

7.2.1. Balwin must ensure that personal information under its control is processed: (i) in a fair, lawful and non-excessive manner; (ii) only where a legitimate basis exists; and (iii) only for a specifically defined purpose.

7.2.2. Balwin must inform the data subject(s) of the reasons for collecting his, her or its personal information and ensure that there is a legitimate basis prior to processing personal information. This may include having to obtain the consent of the data subject prior to processing personal information. If any Personnel or Authorised Third Parties' are unsure about whether there is a justifiable legal basis for processing personal information, please contact the deputy information officer.

7.2.3. Where applicable, the data subject must be informed of the possibility that their personal information will be shared with third parties and/or affiliates of Balwin and be provided with the reasons for doing so.

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7.3. Purpose Specification

- 7.3.1. All of Balwin's business units' and/or operations' processing must be informed by the principle of transparency.
- 7.3.2. Balwin must process personal information only for specific, explicitly defined and legitimate reasons. Where it is practical to do so, Balwin must inform data subjects of these reasons prior to collecting or recording the data subject's personal information.

7.4. Further Processing Limitation

- 7.4.1. Personal information must not be processed for a secondary purpose, unless that secondary purpose is compatible with the original purpose.
- 7.4.2. In this regard, PoPIA provides that further processing is not incompatible with the purpose of collection if: (i) the data subject (or a competent person the case of a child's personal information) has consented to the further processing; (ii) the information has been deliberately made public by the data subject or is available in or derived from a public record; (iii) further processing is necessary to avoid prejudice to maintenance of the law by any public body; for compliance with an obligation under law generally or to enforce legislation concerning the collection of revenue; for conduct of judicial proceedings; in the interests of national security; to prevent a serious and imminent threat to public health or safety or the life or health of the data subject or any other individual; or the personal information is used solely for historical, statistical or research purposes and the responsible party ensures that the personal information will not be published in an identifiable form; or the further processing falls in accordance with an exemption granted by the information regulator in terms of PoPIA. Therefore, where Balwin seeks to process personal information it holds for a purpose other than the original purpose for which it was originally collected, and where this secondary purpose is not compatible with the original purpose, Balwin must first obtain additional consent from the data subject.


7.5. Information Quality

- 7.5.1. Balwin must take reasonable steps to ensure that all personal information collected is complete, accurate and not misleading.
- 7.5.2. Where personal information is collected or received from third parties, Balwin must take reasonable steps to confirm that the information is correct by verifying the accuracy of the information directly with the data subject or by way of independent sources.

7.6. Openness

Balwin must take reasonably practicable steps to ensure that the data subject is aware of the processing. PoPIA requires Balwin to disclose to the data subject certain information including the following: (i) what information is being processed; (ii) who has access to such information (e.g. whether the information will be transferred to any third parties, including

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third parties outside of the Republic of South Africa); and (iii) what the consequences will be should the data subject refuse to provide such information.

7.7. Security Safeguards

- 7.7.1. Balwin must take all reasonable precautions, with regard to the nature of the personal information and the risks of the processing, to preserve the security of the personal information and, in particular, prevent its alteration, loss and damage, or access by non-authorised persons. PoPIA requires Balwin to ensure the security and integrity of personal information in its possession or under its control with appropriate, reasonable technical and organisational measures to prevent loss, unlawful access and unauthorised destruction of personal information.
- 7.7.2. Balwin must put in place measures (having regard to generally accepted information security practices or industry specific requirements or professional rules) to identify internal and external security risks; maintain safeguards against such risks; regularly verify that the safeguards are effective and continually update safeguards in response to new risks.
- 7.7.3. Balwin must ensure that all paper and electronic records comprising personal information are securely stored and made accessible only to authorised individuals.
- 7.7.4. All new Personnel will be required to sign contracts containing contractual terms for the use and storage of information. Confidentiality clauses should be included in all contracts with operators to reduce the risk of unauthorised disclosures of personal information for which Balwin is responsible.


7.8. Data Subject Participation

In terms of PoPIA, a data subject is entitled to request that its personal information is corrected, updated and deleted and Balwin is required to take reasonably practicable steps to ensure that personal information is complete, accurate, not misleading and is updated from time to time to the extent that Balwin is in possession of such information. In light of this, Balwin must facilitate access to all personal information processed on request by a data subject by way of the PAIA Manual.

8. Processing of Special Personal Information

- 8.1. Subject to exceptions, PoPIA provides that all processing of special personal information is generally prohibited.
- 8.2. The main exemptions to the general prohibition are: (i) where the data subject has given his/her/its express consent; or (ii) processing is necessary for the establishment, exercise or defence of a right or obligation in law; (iii) information has deliberately been made public by the data subject; (iv) the processing of special personal information is for historical, statistical or research purposes to the extent that such purposes are: (a) in the public interests; or (b) it would have been impossible to ask for consent, and appropriate safeguards have been put in place to protect the personal information of the data subject.

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- 8.3.** In the event that Balwin's processing of personal information concerns special personal information, such processing must be carried out in line with the relevant provisions of PoPIA.
- 8.4.** If you are unsure about whether any personal information constitutes special personal information and/or whether there is a legal basis for processing such special personal information, please contact the deputy information officer.
- 8.5.** Balwin must only disclose special personal information to another person when -
- 8.5.1. the consent of the data subject has been obtained for such disclosure;
 - 8.5.2. directed by an order of a court; and/or
 - 8.5.3. required in terms of any applicable law.
- 8.6.** Balwin may not process any personal information concerning a child and will only do so where it has obtained the consent of the parent or guardian of that child or where Balwin is permitted to do so in accordance with applicable laws.

9. Compliance with the Policy

- 9.1.** The deputy information officer is responsible for ensuring that this Policy is implemented throughout Balwin.
- 9.2.** The deputy information officer is responsible for, *inter alia* –
- 9.2.1. taking steps to ensure Balwin's reasonable compliance with the provision of PoPIA;
 - 9.2.2. keeping Balwin updated about Balwin's personal information protection responsibilities under PoPIA. For instance, in the case of a security breach, the deputy information officer must inform and advise Balwin of their obligations under PoPIA;
 - 9.2.3. continually assessing Balwin's personal information processing procedures and aligning them with applicable laws, privacy regulations and best practices. This will include reviewing Balwin's information protection procedures and related policies;
 - 9.2.4. ensuring that Balwin makes it convenient for data subjects who want to update their personal information or submit PoPIA related complaints to Balwin;
 - 9.2.5. approving any contracts entered into with Personnel and Authorised Third Parties. This will include overseeing the amendment of Balwin's employment contracts and other data processing agreements, where applicable;
 - 9.2.6. encouraging compliance with the conditions required for the lawful processing of personal information;
 - 9.2.7. ensuring that Personnel and other persons acting on behalf of the organisation are fully aware of the risks associated with the processing of personal information and that they remain informed about the organisation's security controls;
 - 9.2.8. organising and overseeing the awareness training of Personnel and other individuals involved in the processing of personal information on behalf of Balwin;

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9.2.9. addressing Personnel's and Authorised Third Party's PoPIA related questions;

9.2.10. addressing all PoPIA related requests and complaints made by Balwin's data subjects; and

9.2.11. working with the information regulator in relation to any ongoing investigations.

10. Personnel and Authorised Third Parties

10.1. Personnel and/or Authorised Third Parties will, during the course of the performance of their duties and/or services, gain access to and become acquainted with the personal information of certain employees, clients and suppliers of Balwin.

10.2. Personnel and/or Authorised Third Parties are required to treat personal information as a confidential business asset and to respect the privacy of data subjects.

10.3. Personnel and/or Authorised Third Parties may not directly or indirectly, utilise, disclose or make public in any manner to any person or third party, either within Balwin or externally, any personal information, unless such information is already publicly known or the disclosure is necessary in order for the relevant Personnel and/or Authorised Third Parties to perform his, her or its duties.

10.4. Personnel and/or Authorised Third Parties must request assistance from their line manager or the deputy information officer if they are unsure about any aspect related to the protection of a data subject's personal information.

10.5. Personnel and/or Authorised Third Parties must only process personal information where a legitimate basis exists for such processing.

10.6. Furthermore, personal information must only be processed where the data subject clearly understands why and for what purpose his, her or its personal information is being collected and processed.

10.7. Where the legal basis for processing is consent, Personnel and/or Authorised Third Parties will, prior to processing any personal information, obtain the data subject's consent.

10.8. Consent to process a data subject's personal information must be obtained directly from the data subject, except where exceptions apply, such as (*inter alia*) –

10.8.1. the personal information has been made public;

10.8.2. where valid consent has been given to a third party; or


10.8.3. the information is necessary for effective law enforcement.

10.9. Personnel and/or Authorised Third Parties will under no circumstances –

10.9.1. process or have access to personal information where such processing or access is not a requirement to perform their respective work-related tasks or duties;

10.9.2. save copies of personal information directly to their own private computers, laptops or other mobile devices like tablets or smart phones;

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10.9.3. share personal information through unsecure methods. Where access to personal information is required, this may be requested from the relevant line manager or the deputy information officer; and

10.9.4. transfer personal information outside of the Republic of South Africa without the express permission from the deputy information officer.

10.10. Personnel and/or Authorised Third Parties are responsible for –

10.10.1. keeping all personal information that they come into contact with secure, by taking sensible precautions and following the guidelines outlined within this Policy and any other applicable policies related to information security or record keeping;

10.10.2. ensuring that personal information is held in as few places as is necessary. No unnecessary additional records, filing systems and data sets should therefore be created;

10.10.3. where possible, ensuring that personal information is encrypted prior to sending or sharing the information electronically;

10.10.4. ensuring that all computers, laptops and devices such as tablets, flash drives and smartphones that store personal information are password protected and never left unattended. Passwords must be changed regularly and may not be shared with unauthorised persons;

10.10.5. ensuring that their computer screens and other devices are switched off or locked when not in use or when away from their desks. Ensuring that where personal information is stored on removable storage medias such as external drives, flash sticks, CDs or DVDs that these are kept locked away securely when not being used;

10.10.6. ensuring that where personal information is stored on paper, that such hard copy records are kept in a secure place where unauthorised people cannot access it. For instance, in a locked drawer of a filing cabinet;


10.10.7. ensuring that where personal information has been printed out, that the paper printouts are not left unattended where unauthorised individuals could see or copy them. For instance, close to the printer;

10.10.8. taking reasonable steps to ensure that personal information is kept accurate and up to date. For instance, confirming a data subject's contact details when the client phones or communicates via email. Where a data subject's information is found to be out of date, authorisation must first be obtained from the relevant line manager or the deputy information officer to update the information accordingly;

10.10.9. taking reasonable steps to ensure that personal information is stored only for as long as it is needed or required in terms of the purpose for which it was originally collected. Where personal information is no longer required, authorisation must first be obtained from the deputy information officer to delete or dispose of the personal information in the appropriate manner;

10.10.10. from time to time, undergoing PoPIA awareness training, as may be required by Balwin; and

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10.10.11. where Personnel and/or Authorised Third Parties becomes aware or suspicious of any security breach such as the unauthorised access, interference, modification, destruction or the unsanctioned disclosure of personal information, he or she must immediately report this event or suspicion to the deputy information officer.

- 10.11.** Where necessary or appropriate, agreements with Authorised Third Parties to whom Balwin may disclose personal information must be concluded to ensure that they process any personal information in accordance with the provisions of this Policy and PoPIA. All such Authorised Third Parties should at the very least conclude non-disclosure agreements with Balwin compelling them to secure and treat all personal information in their possession as confidential and preventing such third parties from disclosing such information.
- 10.12.** All Authorised Third Parties who process personal information must strictly adhere to the security requirements set forth in this Policy and to Balwin's security policy(ies) and shall be required to maintain and where required, upgrade their systems and processes to comply with the terms of this Policy and such security policies.
- 10.13.** Balwin must carry out a due diligence of all Authorised Third Parties processing personal information on behalf of Balwin and this may include auditing the facilities, security procedures and policies of such Authorised Third Parties.
- 10.14.** Authorised Third Parties must immediately inform Balwin (via the office of the deputy information officer) of any actual or suspected security breach or compromise to personal information in its possession. The Authorised Third Parties may be required to notify the affected data subject(s) and the information regulator, but this should only be carried out on Balwin's instructions, via the office of the deputy information officer.


11. Request to Access Personal Information Procedure

- 11.1.** Data subjects have the right to –
- 11.1.1. request information about personal information Balwin holds about them and request reasons for holding it;
 - 11.1.2. request access to their personal information. Access to such personal information can be requested by email, addressed to the deputy information officer. The deputy information officer will process all requests within a reasonable time; and
 - 11.1.3. be informed how to keep their personal information up to date.
- 11.2.** All requests for access received by Balwin should be addressed by the office of the deputy information officer only and should any Balwin staff member receive such a request, it should be immediately furnished to the office of the deputy information officer and can be emailed to the following address: information@balwin.co.za

12. Cross-Border Transfer of Personal Information

- 12.1.** PoPIA provides that a responsible party may not transfer personal information about a data subject to a third party in a foreign jurisdiction unless –
- 12.1.1. the recipient's country is subject to a law or the recipient is bound by a contract which –

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12.1.1.1. upholds principles of reasonable processing of the information that are substantially similar to the principles contained in PoPIA; and

12.1.1.2. includes provisions that are substantially similar to those contained in PoPIA relating to the further transfer of personal information from the recipient to third parties; or

12.1.2. the data subject consents to the transfer; or

12.1.3. the transfer is necessary for the performance of a contract between the data subject and responsible party, or for the implementation of pre-contractual measures taken in response to the data subject's request; or

12.1.4. the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party; or

12.1.5. the transfer is for the benefit of the data subject, and –

12.1.5.1. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and

12.1.5.2. if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

12.2. In carrying out any cross-border transfers, Balwin must adhere to the provisions of PoPIA. For instance, Balwin can send or transfer personal information of data subjects to Balwin's group companies (where applicable) and/or Authorised Third Parties beyond the borders of the Republic of South Africa in order to achieve the purpose for which the personal information was collected and processed, including for processing and storage by Authorised Third Parties, if the applicable data subject(s) has consented to such cross-border transfer.

12.3. Any cross-border transfers of personal information should be brought to the attention of, and authorised by, the deputy information officer.


13. Data Storage and Retention

13.1. Balwin and/or Authorised Third Parties must ensure that personal information, including special personal information and any commercially sensitive information which it processes is captured, used, disclosed, stored and destroyed in a secure and confidential manner appropriate to the classification of the information, in accordance with Balwin's IT Policy and / or relevant provisions of PoPIA and other applicable laws.

13.2. Authorised Third Parties, including data storage and processing providers, may from time to time also have access to a data subject's personal information in connection with the storage and retention thereof. Balwin must ensure that these Authorised Third Parties only process the personal information in accordance with the provisions of this Policy, all other relevant internal policies of Balwin and PoPIA.

13.3. In order to comply with PoPIA, Balwin–

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- 13.3.1. must keep records of the personal information it has collected, correspondence or comments in an electronic or hardcopy file format. Personal information may be processed for as long as necessary to fulfil the purposes for which that personal information was collected and/or as permitted or required by applicable law;
- 13.3.2. may retain personal information for longer periods for statistical, historical or research purposes, and should this occur, Balwin must ensure that appropriate safeguards have been put in place to ensure that all recorded personal information will continue to be processed in accordance with this Policy and the applicable laws; and
- 13.3.3. must, once the purpose for which the personal information was initially collected and processed no longer applies or becomes obsolete, ensure that it is deleted, destroyed or de-identified so that a third party cannot re-identify such personal information.

14. Processing of Personal Information of Personnel


- 14.1. Balwin's human resource function ("HR") shall ensure that they comply with this Policy in respect of all Balwin's Personnel data which they have on file and collect and which falls within the definition of personal information, including that HR will only collect such personal information of Personnel as is necessary for their employment relationship with Balwin. This includes information collected from the time that a potential member of Personnel applies for a job, during the interview and selection process and if such candidate is successful, all information processed during the course of their employment and on the termination of their employment.
- 14.2. The appropriate consent forms should be included as part of the terms of engagement and/or employment contracts concluded with each of the Personnel.

15. Complaints Procedure

Data subjects have the right to complain in instances where any of their rights under PoPIA have been infringed upon. Balwin takes all complaints very seriously and will address all PoPIA related complaints in accordance with the following procedure –

- 15.1. Complaints in terms of PoPIA must be submitted to Balwin's Information Officer in writing as follows –
 - 15.1.1. by post: Private Bag X4, Gardenview, 2047
 - 15.1.2. by e-mail: information@balwin.co.za
- 15.2. Where the complaint has been received by any person other than the deputy information officer, that person will ensure that the full details of the complaint reach the deputy information officer within 3 (three) working days.
- 15.3. The deputy information officer will provide the complainant with a written acknowledgement of receipt of the complaint within 5 (five) working days.
- 15.4. The deputy information officer will carefully consider the complaint and address the complainant's concerns in an amicable manner. In considering the complaint, the


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information officer will endeavour to resolve the complaint in a fair manner and in accordance with the principles outlined in PoPIA.

- 15.5. The deputy information officer must also determine whether the complaint relates to an error or breach of confidentiality that has occurred and which may have a wider impact on Balwin's data subjects.
- 15.6. Where the deputy information officer has reason to believe that the personal information of data subjects has been unlawfully accessed or acquired by an unauthorised person, the deputy information officer will consult with Balwin's Executive Committee, where after, the affected data subjects and the information regulator will be informed of the breach.
- 15.7. The deputy information officer will revert to the complainant with a proposed solution with the option of escalating the complaint to Balwin's Executive Committee within 20 (twenty) working days of receipt of the complaint. In all instances, Balwin will provide reasons for any decisions taken and communicate any anticipated deviation from the specified timelines.
- 15.8. The deputy information officer's response to the data subject may comprise any of the following –
 - 15.8.1. a suggested remedy for the complaint;
 - 15.8.2. a dismissal of the complaint and the reasons as to why it was dismissed; and/or
 - 15.8.3. an apology (if applicable) and any action proposed to be taken.
- 15.9. Where the data subject is not satisfied with the deputy information officer's suggested remedies, the data subject has the right to complain to the information regulator. The website of the information regulator can be accessed at the following link: <http://justice.gov.za/infoereg/>. The information regular can be contacted at the following details:
 - 15.9.1. Tel: (+27)12 406 4818
 - 15.9.2. Fax: (+27)86 500 3351
 - 15.9.3. Email: infoereg@justice.gov.za
- 15.10. The deputy information officer will review the complaints process to assess the effectiveness of the procedure on a periodic basis and to improve the procedure where it is found wanting. The reason for any complaints will also be reviewed to ensure the avoidance of occurrences giving rise to PoPIA related complaints.
16. **Enforcement and Reporting of Breaches of this Policy**
 - 16.1. Any non-compliance with the terms of this Policy could have serious legal and reputational repercussions for Balwin and may cause significant damage to Balwin. Therefore, any non-compliance could lead to disciplinary action being taken against the relevant Personnel.
 - 16.2. Should any Personnel become aware of any non-compliance with the terms of this Policy, they are required to immediately report this to their relevant line managers, who in turn

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should report this to the deputy information officer. Such reports may also be sent to the following email address: information@balwin.co.za

17. **Effective Date and Policy Review**

No deviation to this Policy shall be allowed.

This Policy will be reviewed at regular intervals when appropriate, to ensure it deals appropriately with Balwin's processing of personal information. Any change required to this policy should be made in accordance with the Control of Documents Procedure (PRO-IMS-001) and must be approved by the deputy information officer.

18. **Records**

No	Document	Reference	Responsible person	Retention
1	Retention of Documents Schedule	REG-LEG-001-01	Head of Legal / Legal Advisor	5 Years

NOTE: For more detailed information, see the Document Register REG-IMS-001/01

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