

# King Price POPIA Policy

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[FORM 1] Objection To The Processing Of Personal Information

[FORM 2] Request For Correction Or Deletion Of Personal Information

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[FORM 5] Complaint Regarding Interference With The Protection Of Personal Information/Complaint Regarding Determination Of An Adjudicator

## 1. In a nutshell

We may ask for your personal info, and your permission for us to use it, from time to time, but only in order to work out royal quotes, tell you things you need to know about your policy, assess claims and let you know when we launch awesome new products and, we'll only ever use your personal info in accordance with this policy. We've always looked after our clients' personal info... Being POPIA-compliant is just an opportunity for us to do more and add more value!

## 2. Definitions

In this policy (as defined below), unless the context requires otherwise, the following terms will have the meanings given to them:

### 2.1 Applicable laws

Any laws applicable to personal information/data, including any statute, regulation, notice, policy, directive, ruling or subordinate legislation, the common law, any binding court order, judgment or ruling, any applicable industry code, policy or standard enforceable by law, or any applicable direction, policy or order that's given by any regulator, competent authority or organ of state or statutory industry body.

### 2.2 Child

Any natural person under the age of 18 years.

### 2.3 Client

Any natural person (or, where applicable) juristic person, who's concluded an agreement with King Price in terms of which such person enjoys insurance benefits against payment of monthly policy premiums.

### 2.4 Competent person

Anyone who's legally competent to consent to any action or decision being taken by any matter concerning a juristic person or child, for example a director, parent or legal guardian.

### 2.5 Controller

King Price, in circumstances where it processes personal data (as defined in Article 4 of the GDPR).

### 2.6 Data subject

King Price's clients, potential clients or any third party in respect of whom King Price processes personal information/personal data.

### 2.7 De-identify

In relation to personal information of a data subject, means to delete any information that-

- (a) identifies the data subject;
- (b) can be used or manipulated by a reasonably foreseeable method to identify the data subject; or
- (c) can be linked by a reasonably foreseeable method to other information that identifies the data subject,

### 2.8 GDPR

The General Data Protection Regulation, which is a European law that governs all collection and processing of personal data from individuals inside the European Union.

### 2.9 Mobile app

King Price's digital mobile app interface which enables clients to manage their individual profiles.

**2.10 Operator**

A person or entity who processes personal information/data for a responsible party.

**2.11 Personal data (as defined in Article 4 of the GDPR)**

Any information relating to an identified or identifiable natural person (data subject). An identifiable natural person is 1 who can be identified, directly or indirectly.

**2.12 Personal information**

Will have the same meaning as is given in Section 1 of POPIA.

**2.13 Policy**

This data protection and privacy policy.

**2.14 POPIA**

The Protection of Personal Information Act No. 4 of 2013.

**2.15 Processing**

Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information/personal data, including:

2.15.1 Its collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use.

2.15.2 Dissemination by means of transmission, distribution or making available in any other form by electronic communications or other means.

2.15.3 Merging, linking, blocking, degradation, erasure or destruction. For the purposes of this definition, 'process' has a corresponding meaning.

**2.16 Regulator/s**

Any applicable regulatory authority, including the Information Regulator established in terms of POPIA.

**2.17 Responsible party**

In the context of this policy, King Price.

**2.18 King Price**

King Price Financial Services Proprietary Limited reg no. 2009/012931/07 and/or King Price Insurance Company Ltd, FSP no. 43862, reg no. 2009/012496/06 and/or King Price Life Insurance Ltd, FSP no. 47235, reg no. 1948/029011/06.

**2.19 Special personal information/data**

Personal information/personal data concerning, amongst other aspects contemplated in terms of Section 26 of Part B of POPIA, a data subject's religious beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life, biometric data, or criminal behaviour.

**2.20 Third party**

Any employee, independent contractor, agent, consultant, broker, underwriting management agency (UMA), sub-contractor, regulator/s, user of King Price's websites or mobile app interfaces, or other representative of King Price.

**2.21 UMA**

An underwriting management agency.

**2.22 Website**

The website/s owned and operated by King Price inclusive of kingprice.co.za.

### **2.23 Self-service portal**

Any of King Price's internet-based sites which enable clients to manage their individual profiles or share personal information/special personal information with King Price.

## **3. Introduction**

This policy regulates the processing of personal information/personal data by King Price and sets forth the requirements with which King Price undertakes to comply when processing personal information/ data pursuant to undertaking its operations and fulfilling its contractual obligations in respect of data subjects and third parties in general.

King Price places a high premium on the privacy of every person or organisation with whom it interacts or engages with and therefore acknowledges the need to ensure that personal information/data is handled with a reasonable standard of care as may be expected from it. King Price is therefore committed to ensuring that it complies with the requirements of POPIA, and also with the terms of the GDPR to the extent that the GDPR applies.

When a data subject or third party engages with King Price, whether physically or via any digital, electronic interface such as King Price's website, self-service portal or mobile app, the data subject or third party acknowledges that they trust King Price to process their personal information/data.

All data subjects and third parties have the right to object to the processing of their personal information/ data. Acceptance of the terms and conditions contained in this policy is voluntary. King Price does however require the data subject or third party's acceptance to enable King Price to effectively enter into an insurance policy (non-life or life) with a data subject, liaise with a data subject, exercise its right, or enforce obligations as they arise from the applicable relationship and comply with applicable laws.

## **4. Purpose and application**

The purpose of this policy is to inform data subjects on how King Price processes their personal information/data, and to establish a standard by which King Price and its employees and representatives will comply in as far as the processing of personal information/data is concerned.

King Price, in its capacity as a responsible party/operator/controller (as the case may be) will strive to observe and comply with its obligations under POPIA and the GDPR (as may be applicable and to the extent necessary) when it collects and processes personal information/data from or in respect of any data subject, and will ensure that such information/data is processed where there is a legitimate basis, and in a fair, lawful and non-excessive manner.

## **5. Collecting and processing of personal information/data**

King Price will, as far as reasonably possible, collect personal information/data directly from a data subject, unless:

- 5.1 The personal information/ data is contained or derived from a public record.
- 5.2 The data subject has consented to the collection and processing of personal information via a third party/source, and it will not prejudice the legitimate interests of the data subject.
- 5.3 The personal information/data is necessary for the conclusion or performance of a contract to which the data subject is a party.
- 5.4 The personal information/data is required by law.

Whenever any data subject completes an application form, contacts King Price electronically or telephonically, or uses one of the products, services, facilities, tools or utilities offered by King Price through its website, self-service portal or mobile app, King Price will in effect collect and process the data subject's personal information/personal data, which will be stored electronically as set out below.

From time to time, it may be that King Price has collected a data subject's personal information/data from other sources (such as a public record, or where the data subject has consented to the collection and processing of personal information via a third party/source, and it won't prejudice the legitimate interests of the data subject). In the event that a data subject has shared their personal information/data with any third parties, King Price won't be responsible for any loss suffered by the data subject, their dependents, beneficiaries, spouse/s or employees (as the case may be).

King Price will process personal information/data in order to facilitate and enhance the delivery of products and services to its members, foster a legally compliant workplace environment, as well as safeguard the personal information/data relating to any data subjects which it, in fact, holds. In such an instance, the data subject providing King Price with such personal information/data will confirm that they're a competent person and that they have authority to give the requisite consent to enable King Price to process such personal information/data.

King Price undertakes to process any personal information/data in a manner which promotes the data subject's constitutional right to privacy, retains accountability and data subject participation. In supplementation of the above, King Price will process personal information/data for the following purposes:

- 5.5 To provide or manage any information, products, or services requested by data subjects.
- 5.6 To establish a data subject's needs, wants and preferences in relation to the products/services provided by King Price.
- 5.7 To identify a data subject's risk profile and make an election as to whether King Price wishes to enter into a contractual relationship with the data subject and if so, on what terms.
- 5.8 To help King Price identify data subjects when they contact King Price.
- 5.9 To facilitate the delivery of products/services to clients.
- 5.10 To administer claims and client premiums.
- 5.11 To activate policies.
- 5.12 To allocate unique identifiers to clients for the purpose of securely storing, retaining and recalling such data subject's personal information/data from time to time.
- 5.13 To maintain records of data subjects and specifically client records.
- 5.14 To maintain third party records.
- 5.15 For recruitment purposes.
- 5.16 For employment purposes.
- 5.17 For apprenticeship purposes.
- 5.18 For general administration purposes.
- 5.19 For legal/contractual purposes.
- 5.20 For health and safety purposes.
- 5.21 To provide health and wellness information to King Price's employees and clients.
- 5.22 To retain the records of brokers.
- 5.23 To monitor access, secure, and manage any facilities owned or operated by King Price regardless of location in South Africa.
- 5.24 To transact with third parties.
- 5.25 To improve the quality of King Price's products and services.
- 5.26 To detect and prevent money laundering.
- 5.27 To analyse the personal information/data collected for research and statistical purposes.
- 5.28 To enable UMAs to process claims and discharge any functions specified in a binder agreement.
- 5.29 To help recover bad debts.
- 5.30 To transfer personal information/data across the borders of South Africa to other jurisdictions.
- 5.31 To carry out analysis and client profiling.

- 5.32 To identify other products and services which might be of interest to our clients and data subjects in general, as well as to inform them of such products/services.
- 5.33 To obtain and share information about a data subject's credit-worthiness and risk profile with any credit bureau or credit provider's industry association or industry body, including information pertaining to a data subject's credit history, claims history, financial history, judgements, default history and sharing information for purposes of risk analysis, tracing and related purposes.

When collecting personal information/data from a data subject, King Price will comply with the notification requirements as set out in Section 18 of POPIA, and to the extent applicable, Articles 13 and 14 of the GDPR.

King Price will collect and process personal information/data in compliance with the conditions as set out in POPIA and the processing principles in the GDPR (as the case may be), to ensure that it protects the data subject's privacy.

King Price won't process the personal information/data of a data subject for any purpose other than for the purposes set forth in this policy unless King Price is permitted or required to do so in terms of applicable laws or otherwise by law.

King Price may from time-to-time process personal information/data by making use of automated means (without deploying any human intervention in the decision making process) to make decisions about the data subject or their application. In this instance it's specifically recorded that the data subject may object to or query the outcomes of such a decision.

## 6. Consent for processing of personal information/data

King Price may process personal information/data based on the data subject's consent, where required by law or where no other lawful basis applies. The following provisions govern the use of consent:

### Obtaining Consent

Where consent is required, King Price shall:

- 6.1 Obtain voluntary, specific, and informed consent from the data subject;
- 6.2 Use the prescribed Form 4 – Consent for Direct Marketing via Electronic Communication, where applicable;
- 6.3 Maintain records of all consents obtained.

### Withdrawal of Consent

A data subject may withdraw their consent at any time by submitting a written request to the Information Officer. Withdrawal shall not affect the lawfulness of processing conducted prior to the withdrawal.

### Alternative Legal Grounds

Where consent is not required, King Price may process personal information/data on alternative lawful grounds as permitted under Section 11 of POPIA, including:

- 6.4 Performance of a contract;
- 6.5 Compliance with legal obligations;
- 6.6 Protection of legitimate interests;
- 6.7 Pursuit of the Company's legitimate business interests.

### Special Information

Where King Price processes special personal information, it shall obtain the necessary authorisation or consent in accordance with Sections 27 and 35 of POPIA, using the prescribed forms where applicable.

## **7. Personal information/data for direct marketing purposes**

King Price acknowledges that it may only use personal information/personal data to contact data subjects for purposes of direct marketing where King Price has complied with the provisions of POPIA and GDPR (where applicable) and when it's generally permissible to do so in terms of applicable laws.

King Price will ensure that a reasonable opportunity is given to all data subjects to object (opt-out) to the use of their personal information/ data for King Price's marketing purposes when collecting the personal information/personal data and on the occasion of each communication to the data subject for purposes of direct marketing.

## **8. Storage and retention of personal information/personal data**

King Price will retain personal information/data it has processed, in an electronic or hard copy file format, with a third party service provider appointed for this purpose.

Personal information/data will only be retained by King Price for as long as necessary to fulfil the purposes for which that personal information/data was collected, or as permitted in terms of applicable law.

It's specifically recorded that any data subject has the right to object to the processing of their personal information and King Price will retain and store the data subject's personal information/data for the purposes of dealing with such an objection or enquiry as soon and as swiftly as possible.

## **9. Failure to provide personal information**

Where King Price is required to collect personal information/data from a data subject by law or in order to fulfil a legitimate business purpose of King Price, and the data subject fails to provide such personal information/data, King Price may, on notice to the data subject, decline to render services without any liability to the data subject.

## **10. Securing personal information/personal data**

King Price has implemented appropriate, reasonable, physical, organisational, contractual and technological security measures to secure the integrity and confidentiality of personal information/data, including measures to protect against the loss or theft, unauthorised access, disclosure, copying, use or modification of personal information/data in compliance with applicable laws.

In further compliance with applicable laws, King Price will take steps to notify the relevant regulator/s and any affected data subjects in the event of a security breach and will provide such notification as soon as reasonably possible after becoming aware of any such breach.



Any transmission of personal information/data will be solely at the own risk of the data subject. Once King Price has received the personal information/personal data, it'll deploy and use strict procedures and security features to try and prevent unauthorised access to it. As indicated above, King Prices reiterates that it restricts access to personal information/data to third parties with a legitimate operational reason for having access to such personal information/data. King Price also maintains electronic and procedural safeguards that comply with the applicable laws to protect your personal information from any unauthorised access.

By accepting the terms and conditions to which this policy relates, the data subject agrees to indemnify and hold King Price harmless for any security breaches which may potentially expose the personal information/data in King Price's possession to unauthorised access or the unlawful processing of such personal information/ data by any third party.

## 11. Sharing and Disclosing Information

King Price is committed to ensuring that the sharing and disclosure of personal information is conducted in accordance with POPIA. The following principles govern all such activities:

### Lawful Basis for Disclosure

Personal information shall only be disclosed to third parties where:

- 11.1 The data subject has provided explicit consent;
- 11.2 Disclosure is necessary for the performance of a contract with the data subject;
- 11.3 Disclosure is required by law, regulation, or court order;
- 11.4 Disclosure is necessary to protect a legitimate interest of the data subject;
- 11.5 Disclosure is necessary to pursue the legitimate interests of the Company or a third party, subject to applicable legal limitations.

### Third-Party Disclosures

Where personal information is shared with third parties, including service providers, reinsurers, or regulatory authorities:

- 11.6 The Company shall ensure that such third parties are contractually bound to maintain the confidentiality and security of the personal information;
- 11.7 Disclosure shall be limited to information that is strictly necessary for the intended purpose;
- 11.8 The third party shall implement security safeguards that are substantially similar to those required under POPIA.

### Cross-Border Transfers

Personal information may be transferred outside the borders of South Africa only where:

- 11.9 The recipient country has adequate data protection laws;
- 11.10 The data subject has provided explicit consent;
- 11.11 The transfer is necessary for the performance of a contract;
- 11.12 The recipient is subject to a binding agreement that ensures an adequate level of protection.

#### Operator Engagements

Where personal information is processed by an operator on behalf of the Company:

- 11.13 A written agreement shall be concluded with the operator;
- 11.14 The operator shall be required to implement appropriate technical and organisational measures to safeguard the personal information;
- 11.15 The Company shall remain accountable for the processing activities of the operator.

#### Notification to Data Subjects

Where personal information is collected from a third party, the Company shall notify the data subject of:

- 11.16 The collection and source of the personal information;
- 11.17 The purpose of collection;
- 11.18 Whether the supply of information is voluntary or mandatory;
- 11.19 The consequences of failure to provide the information.
- 11.20 Security Compromise Notification

#### In the event of a security compromise involving shared or disclosed personal information:

- 11.21 The Company shall notify the Information Regulator and the affected data subjects as required under Section 22 of POPIA;
- 11.22 The notification shall include sufficient detail regarding the nature of the breach and recommended remedial actions.

## **12. Provision of personal information/data to third parties**

King Price may disclose personal information/data to third party service providers where necessary to achieve the purpose/s for which the personal information/data was originally collected and processed. King Price will enter into written agreements with such third party service providers to ensure that they comply with applicable laws pursuant to the processing of personal information/data provided to it by King Price from time to time.

## **13. Transfer of personal information/data outside of South Africa**

King Price may, under certain circumstances, transfer personal information/data to a jurisdiction outside of South Africa in order to achieve the purpose/s for which the personal information/data was collected and processed, including for processing and storage by third party service providers.

King Price will obtain the data subject's consent to transfer the personal information/data to such foreign jurisdiction unless consent isn't required by applicable law.

The data subject should also take note that, where the personal information/data is transferred to a foreign jurisdiction, the processing of personal information/data in the foreign jurisdiction may be subject to the laws of that foreign jurisdiction.

## 14. Access to personal information/personal data

A data subject has the right to a copy of the personal information/data which is held by King Price (subject to a few limited exemptions as provided for under applicable law).

The data subject must make a written request (which can be sent by email) to the information officer(s) / deputy information officer(s) designated by King Price from time to time.

King Price will provide the data subject with any such personal information/data to the extent required by applicable law and subject to and in accordance with the provisions of King Price's PAIA manual/s published in terms of Section 51 of the Promotion of Access to Information Act 2000 (PAIA), which can be sourced on King Price's website at [kingprice.co.za](http://kingprice.co.za).

The data subject may challenge the accuracy or completeness of their personal information/data in King Price's records at any time in accordance with the process set out in King Price's PAIA manual/s.

## 15. Rights of data subjects regarding personal information/data

Data subjects have the right to have their personal information/data processed lawfully, which rights include the right/s to:

15.1 Request that King Price correct, destroy or delete their personal information/data.

15.2 Object to the processing of their personal information /data.

Any data subject who wants to request the correction, destruction or deletion of their personal information/data; or object to any processing of it by King Price may contact King Price's designated information officer/s / deputy information officer/s by using their contact information below.

## 16. Deletion and de-identification

In accordance with Section 24 of POPIA, King Price recognises the rights of data subjects to request the correction, deletion, or destruction of their personal information under the following circumstances:

### Correction or Deletion of Personal Information

A data subject may submit a written request to King Price to correct or delete personal information where such information is:

- 16.1 Inaccurate;
- 16.2 Irrelevant;
- 16.3 Excessive;
- 16.4 Outdated;
- 16.5 Incomplete;
- 16.6 Misleading; or
- 16.7 Unlawfully obtained.

#### Deletion or Destruction of Personal Information

A data subject may request the deletion or destruction of personal information where King Price is no longer authorised to retain such information in terms of Section 14 of POPIA, including where:

- 16.8 The purpose for which the information was collected has been fulfilled;
- 16.9 The retention period has expired;
- 16.10 Continued retention is no longer lawful or necessary.

#### De-identification of Personal Information

Where full deletion is not feasible due to legal or operational constraints, King Price may, where appropriate, de-identify the personal information to ensure that it can no longer be linked to the data subject. De-identification shall be conducted in accordance with POPIA and applicable industry standards.

#### Submission of Requests

Requests for correction, deletion, or de-identification must be submitted using the prescribed Form 2 – Request for Correction or Deletion of Personal Information, available from the Information Regulator's website or this policy.

#### Response to Requests

King Price shall respond to such requests within a reasonable time and in accordance with the procedures set out in POPIA. Where a request is refused, the data subject shall be provided with written reasons and may lodge a complaint with the Information Regulator.

### **17. Keeping personal information/data accurate**

King Price will take reasonable steps to ensure that personal information/data that it processes is kept updated, where reasonably possible.

King Price may not always expressly request the data subject to verify and update their personal information/data and expects that the data subject will notify King Price from time to time in writing:

- 17.1 Of any updates or amendments required in respect of their personal information/data.
- 17.2 Where the data subject requires King Price to delete their personal information/data.
- 17.3 Where the data subject wishes to restrict the processing of their personal information/data.

### **18. Costs to access personal information/data**

The prescribed fees to be paid for copies of the data subject's personal information/data are listed in King Price's PAIA manual.

King Price reserves the right to make amendments to this policy from time to time.

## 19. Complaints to the Information Regulator

In the event that any data subject or third party is of the view or belief that King Price has processed their personal information/data in a manner or for a purpose which is contrary to the provisions of this policy, the data subject is required to first attempt to resolve the matter directly with King Price, failing which the data subject or third party will have the right to lodge a complaint with the Information Regulator, under the provisions of POPIA.

The contact details of the Information Regulator are:

**Physical address**

JD House 27 Stiemens Street, Braamfontein,  
Johannesburg, 2001

**Work no.**

+27 10 023 5200

**Email**


enquiries@info regulator.org.za

## 20. Contacting us

All comments, questions, concerns or complaints regarding personal information/data or this policy, should be forwarded to King Price's designated information officer/s or deputy information officer/s, as follows:

King Price Insurance Company Ltd	
Information Officer	Schalkwyk van der Merwe (Email: <a href="mailto:popi@kingprice.co.za">popi@kingprice.co.za</a> )
Deputy Information Officer(s)	Jaco Labuschagne Quintin Herbst Shaun Rosslee Monique Manser Christopher Smith Marilize Henn Lucas Kgari Email: <a href="mailto:popi@kingprice.co.za">popi@kingprice.co.za</a>

King Price Life Insurance Ltd	
Information Officer	William Harris (Email: <a href="mailto:Willian.Harris@kingprice.co.za">Willian.Harris@kingprice.co.za</a> )
Deputy Information Officer	Bani Schmidt (Email: <a href="mailto:Bani.Schmidt@kingprice.co.za">Bani.Schmidt@kingprice.co.za</a> )

Policy version no.	02
Last review date	July 2025
Frequency of review	2 Years
Next review date	July 2027
Signed by the company secretary, as authorised by the Board	

## 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, 2017 [Regulation 2(1)]

Note:

1. Affidavits or other documentary evidence in support of the objection must 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.

Reference Number....

A	DETAILS OF DATA SUBJECT
Name and surname of data subject:	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (if the responsible party is a natural):	
Residential, postal or business address:	
	Code (     )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code (      )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION</b> <i>(Please provide detailed reasons for the objection)</i>

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

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

## FORM 2

### 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 (ACT NO. 4 OF 2013)

#### REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017 [Regulation 3(2)]

Note:

1. Affidavits or other documentary evidence in support of the request must 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.

Reference Number....

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 authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name and surname of responsible party (if the responsible party is a natural person):	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	



Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code (      )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. <i>(Please provide detailed reasons for the request)</i></b>

\*      *Delete whichever is not applicable*

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

.....  
*Signature of Data subject*

**FORM 3**

**APPLICATION FOR THE ISSUE OF A CODE OF CONDUCT IN TERMS OF  
SECTION 61(1)(b) OF THE PROTECTION OF PERSONAL INFORMATION ACT,  
2013 (ACT NO. 4 OF  
2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL  
INFORMATION, 2017**  
[Regulation 5]

<b>A</b>	<b>DETAILS OF PRIVATE OR PUBLIC BODY (APPLICANT)</b>
Indicate whether applicant is a private or a public body:	
List class of bodies, or of any industry, profession, or vocation, you represent: <i>(Attach proof of representation)</i>	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address	
<b>B</b>	<b>DETAILS OF PERSON WHO COMPLETES THIS FORM</b>
Full names of person completing this Form:	
Capacity in body:	
Does the person completing this Form have the authorisation of the body he/she represents to lodge this application? <i>(Attach authorisation)</i>	
Business address <i>(if different from body's address)</i> :	
	Code (    )

Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR APPLICATION FOR INFORMATION REGULATOR TO ISSUE A CODE OF CONDUCT</b> <i>(Please provide detailed reasons for the request)</i>

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

.....  
*Signature of person completing form*

## 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, 2017 [Regulation 6]

TO:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(Name and address of data subject)*

FROM:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact number(s):

Fax number:

E-mail address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(Name, address and contact details of responsible party)*

Dear \*Mr/Ms/Dr/Adv/Prof \_\_\_\_\_

#### PART A

1. In terms of section 69 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), the processing of personal information of a data subject (the person to whom personal information relates) for the purpose of direct marketing by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs or e-mail is prohibited unless written consent to the processing is given by the data subject. You may only be approached once for your consent by this responsible party. After you have indicated your wishes in Part B, you are kindly requested to submit this Form either by post, facsimile or e-mail to the address, facsimile number or e-mail address as stated above.

2. "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- (b) dissemination by means of transmission, distribution or making available in any other form; or
- (c) merging, linking, as well as restriction, degradation, erasure or destruction of information.

3. "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—

- (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;
- (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;
- (g) the views or opinions of another individual about the person; and
- (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.

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*(Signature of person authorised by responsible party)*

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

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Date: \_\_\_\_\_

## PART B

I, \_\_\_\_\_ (full names) hereby:

Consent to goods and services to be marketed by means of unsolicited electronic communication.

**SPECIFY GOODS AND SERVICES:**

**SPECIFY METHOD OF COMMUNICATION:** FAX :  
E - MAIL :  
SMS :  
OTHERS – SPECIFY:

Give my consent.

Do not give my consent.

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

.....  
Signature of data subject

**FORM 5**

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF  
PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF  
AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF  
PERSONAL INFORMATION ACT, 2013(ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL  
INFORMATION, 2017**  
[Regulation 7]

*Note:*

1. *Affidavits or other documentary evidence in support of the request must 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.*

Reference  
Number:.....

Mark the appropriate box with an "x".

**Complaint regarding:**

☐

Alleged interference with the protection of personal information

☐

Determination of an adjudicator.

<b>PART I</b>		<b>ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION (Section 74(1) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013))</b>	
<b>A</b>		<b>PARTICULARS OF COMPLAINANT</b>	
Surname of complainant:			
Full names of complainant:			
Identity number of complainant:			
Residential, postal or business address:			
		Code (    )	
Contact number(s):			
Fax number:			
E-mail address:			
<b>B</b>		<b>PARTICULARS OF BODY/RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION</b>	

Full names and surname of person interfering with personal information <i>(if the person is a natural person)</i>			
Name of public or private body <i>(if not a natural person)</i> :			
Residential address <i>(if applicable,,: postal address or business address:</i>			
	(Code )		
Contact number(s):			
Fax number:			
E-mail address:			
<b>C</b>	<b>REASONS FOR COMPLAINT</b> <i>(Please provide detailed reasons for the complaint)</i>		
<b>PART II</b>	<b>GRIEVANCE REGARDING DETERMINATION OF ADJUDICATOR</b> <i>(Section 74(2) of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)</i>		
<b>A</b>	<b>PARTICULARS OF COMPLAINANT</b>		
Surname of complainant:			
Full names of complainant:			
Identity number of complainant:			
Residential, postal or business address:			
	Code ( )		
Contact number(s):			
Fax number:			
E-mail address:			
<b>B</b>	<b>PARTICULARS OF ADJUDICATOR</b>		



Full names and surname of adjudicator	
Name and surname of responsible party ( <i>if it is a public or private body</i> ):	
Name of responsible party ( <i>if it is a public or private body</i> ):	
Residential, postal or business address:	
	(Code. ....)
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR COMPLAINT</b> ( <i>Please provide detailed reasons for the grievance</i> )

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

.....  
*Signature of complainant/person aggrieved*