

VOLUNTEER EMERGENCY MEDICAL RESPONSE UNIT

POPIA PRIVACY POLICY

INTRODUCTION:

As a business (NPO), we are subject to the rules and principles found in the Protection of Personal Information Act (POPIA). The Act requires businesses to limit their use of personal data, get consent before using it, and let users withdraw their consent at a later stage. To ensure that you are informed, we have created this privacy policy, which contain several information regarding your personal information.

POPIA covers personal information, which means any information that relates to a specific person. The law notes that this is not limited to a "natural person" (that is, a human being) but also a "juristic person" which means an independent legal entity such as a company. The law gives a non-exhaustive list of examples of personal information. The law applies to any data processor that is legally based in South Africa. It also applies if the data processor is outside of South Africa "but makes use of automated or non-automated means in the [country]."

While some data privacy laws distinguish between the location of the data subject and the physical location of any data processing, this section of the law is widely interpreted as covering online activity where the data subject is in South Africa, even if the website's servers are outside the country. This is consistent with the law's stated intent of protecting the constitutional right to privacy of South African citizens.

TERMINOLOGY

Important definitions for your attention would be that of processing and what is personal information:

Processing means any operation or activity or any set of operations, whether 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.

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 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.

POPIA REQUIREMENTS:

POPIA is based around meeting eight conditions to make processing of personal information lawful. We will run down the key points here and then cover what this means in detail below:

Condition 1 Accountability

We must make sure to comply with all eight conditions, not only when processing personal information but when deciding what data to process and why.

Condition 2 Processing limitation

We may only process personal information that is relevant and only to the point needed for the stated purpose. We must get prior consent to process personal information unless doing so is a legal requirement. The burden of proof is on us to demonstrate the consent. You, as the data subject can withdraw consent at any time. Typically, personal information can only be collected directly from you or from any public records.

Condition 3 Purpose specification

We must give a specific, lawful purpose for collecting personal information. We must make you, as data subject, aware of this reason and must only retain the personal information for as long as needed to meet this purpose.

Condition 4 Further processing limitation

After collecting the personal information, we can only process it in a way that is necessary for, and relevant to, the original stated purpose.

Condition 5 Information quality

We must make sure the personal information is complete, accurate, not misleading and updated where necessary.

Condition 6 Openness

We must keep adequate records of our personal information processing. We must make you, as the data subject, aware of a range of details about the processing.

Condition 7 Security Safeguards

We must make sure data is not lost, damaged, destroyed or accessed without authorization. Complying with this rule will involve auditing security, putting safeguards in place, and then maintaining and updating those safeguards. If we use a third party to process personal information, we must make sure the third party follows this rule.

If a data breach happens, we must inform the Information Regulator and, if known, the relevant data subjects as soon as possible unless law enforcement ask us to delay doing so.

Condition 8 Data subject participation

You, as data subject, have the right to ask whether we store data about you. If so, you as data subject have the right to either the details or a description of the personal information along with details of any third party who has had access to it.

You, as data subject, then has the right to ask for any errors in the data to be corrected or, if relevant, destroyed. They can also object to us processing data for a specific purpose or for direct marketing.

INFORMATION COLLECTED BY US

Regarding employees, we collect the following:

- Names, date of birth, residential address, next of kin details, contact details, email address.
- Disciplinary record at the business, previous employer particulars, criminal history.
- Employment and task-related experience.
- SARS information and bank details.
- Identity number

Regarding clients, we collect the following

- Your name, identity number, address, contact information and email address
- Your contact with us, such as a note or recording of a call you make to us, an email or letter you send or other records of any contact you have with us
- Documents and information pertaining to your instruction
- Your employer's details

Regarding Volunteers, we collect the following

- Your name, identity number, address, contact information and email address

THE SOURCE OF THE INFORMATION

Unless indicated otherwise, the source of information will be from you, personally. If we receive any information about you from a third party, we will notify you thereof to determine the quality of such information.

OUR CONTACT DETAILS

Casper Visser 082 893 6873

Tammy Visser 066 217 4028 admin@vemru24.co.za

Marion Visser 082 325 9999 info@vemru24.co.za

OUR REASON FOR COLLECTING THE INFORMATION

- To comply with the provisions of the Financial Intelligence Centre Act
- To examine the particulars of your condition/situation to provide the necessary and correct advice
- To obtain crucial information necessary for the drafting of correspondences, contracts, notices, or any other
- To contact you in instances where instruction is required or to send our invoices and statements of account.
- To verify your address for purposes of complying with the rules of Court
- To enable us to contact you for provision of updates on your matter.
- To comply with any specific legislation or law not addressed to herein.

COLLECTION OF INFORMATION:

You may object to the processing of the aforementioned information, which objection we may consider and will provide a response upon. We will provide an outcome of said consideration, based on the following:

- How it affects our compliance with certain laws.
- How it affects the successful execution of our care

Your information is collected and securely stored by us, in hardcopy and/or electronically unless indicated otherwise, for a period of up to five years after your mandate has been finalised. After which, we are required to delete your information to such an extent that your information cannot be reproduced without your consent.

If you leave a comment on our site, you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

TRANSFER OF INFORMATION TO THIRD PARTIES:

The following third parties will, by default, receive your information from us:

- Private and / or Government ambulance and EMS services.
- Private Security Services and /or SAPS or any subsidiary there-to.
- Hosting Servers– The servers provided by them have been used by our agency for years. Any information received from you digitally is stored on these servers, with only us who can access it – we can confirm that they have a data protection policy in place in accordance with the standard of the GDPR.
- OUTLOOK – These servers are used in relation to emails sent and received. As such, any information pertaining to yourself that is transmitted via email is passing the relevant servers, this is only accessibly by us – we can confirm that this provider has a data protection policy in place and utilises state of the art security in transfer and receipt of emails.
- South African Courts or bargaining councils: If your matter is to be heard in a court, tribunal, or other forum in South Africa, we will have to share your information,

pertaining to your name and relevant details pertaining to the forum for purposes of the litigation of such matter.

- Our bookkeepers and auditors Our bookkeeper and auditor have confirmed that they are POPI Compliant and have a data protection policy in place.

INTERNATIONAL DATA TRANSFER

We do not, in our ordinary course of business, intend to transfer your data internationally, and shall obtain prior consent from you to do so.

YOUR PARTICIPATION:

You are welcome to contact us at the above address regarding the following:

- Further explanation regarding our usage of your personal information
- If you would like to correct your information held by us.
- If you would like further information as to how we are securing your information
- If you would like to receive information relating to who has access to your information
- If you would like to object to the processing of your information