

PROTECTION OF PERSONAL INFORMATION (POPIA) COMPLIANCE & PRIVACY STATEMENT

TEST Africa respects your right to privacy and is committed to safeguarding your personal information when processing the information in terms of the Promotion of Access to Information Act 2 of 2000 ('PAIA') and the Protection of Personal Information Act 4 of 2013 ('POPI').

The PAIA and POPI Acts are available online at www.gov.za/documents/acts

Personal information refers to information that relates specifically to that can identify a living person, such as name, identification number, contact number(s) and email addresses. The statement applies to natural and juristic persons whose personal information is processed by TEST Africa, including our clients, services providers, suppliers, employees and applicants for employment.

PRIVACY POLICY

TEST Africa is committed to processing personal information in accordance with the below principles when collecting, recording, storing and destroying personal information:

- implement processes and safeguards to protect personal information
- appointment of an Information Officer
- not contact/solicit you unless you have given us your consent to do so or unless required as part of the testing service as requested by you
- information collected will be limited to the purposes for which they are processed and which relates to the functions or the activity of the organisation only
- personal information will be destroyed after the minimum storage period as required under our risk and statutory record-keeping periods have expired
- personal information is kept safe and unauthorized access is prevented

COLLECTION OF PERSONAL INFORMATION

TEST Africa collects information directly from you where you provide us with your details as part of the test application and test service delivery. Your information is processed and primarily used for the purposes stated below:

- to provide the testing services as instructed and requested by you
- to better our support to our client(s) by adding their data to our client database

An individual has a right to object to the collection and processing of personal information. However, failure to provide us with personal information will result in the inability to deliver testing services.

CONSENT & PERMISSION TO PROCESS PERSONAL INFORMATION

As part of the test application process, through reading this statement and acknowledgement of TEST Africa's standard conditions of service you explicitly consent and give permission to TEST Africa for processing your personal information as provided by yourself.

Access to personal information from within (TEST Africa personnel) and outside (Service Providers, Assessors and Auditors) our organisation is limited to essential staff who, are bound by the requirements of legislation and non-disclosure agreements.

TEST Africa may disclose your personal information:

- where we have a duty or a right to disclose in terms of law;
- with your written consent;
- where we believe it is necessary to protect our rights

PERSONAL INFORMATION SECURITY

Measures are implemented to provide protection of personal information and to prevent unauthorised access and use of personal information. On an on-going basis, security controls are reviewed and related processes implemented to ensure that your personal information is secure. Security procedures include but are not limited to physical security; computer and network security; access control to personal information and secure communication.

We undertake to review and update our security measures in accordance with future legislation and technological advances.

ACCESS TO YOUR PERSONAL INFORMATION

Access to information requests can be made by email, addressed to the Information Officer. The Information Officer will provide the data subject with a 'Personal Information Request Form'.

Once the completed form has been received, the Information Officer will verify the identity of the data subject before access to the information. There may be a reasonable charge for providing copies of the information requested.

COMPLAINTS

Individuals have the right to complain in instances where any of their rights under POPIA have been infringed upon. TEST Africa takes all complaints very seriously and will address all POPIA related complaints in accordance with the following procedure:

- POPIA complaints must be submitted to the Information Officer in writing (email);
- the Information Officer will provide the complainant with a written acknowledgement of receipt of the complaint;
- the Information Officer will carefully consider the complaint and amicably address the complainant's concerns. In considering the complaint, the Information Officer will endeavour to resolve the complaint in a fair manner and accordance with the principles outlined in POPIA;
- the Information Officer communicates the outcome of the investigation and actions taken to the complainant

CONTACT US

If you have any queries about this notice or believe we have not adhered to it, or need further information about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal information, please contact the Information Officer

CHANGES TO THIS STATEMENT

Please note that we may amend this notice from time to time. Please refer to www.testafrica.co.za periodically to inform yourself of any changes.

INFORMATION OFFICER

TEST Africa has appointed Sarel Maré as Information Officer. All correspondence to the Information Officer may be submitted via e-mail to: sarel@testafrica.co.za


Directors : KJ Anderson ; AHJ de Winnaar ; GH Holtzhausen ; LE Kúisis ; SJ Maré



POL002

Amendment No: 0

2022-08-30

NOTE: Signed copy displayed in the laboratory