

PROTECTION OF PERSONAL INFORMATION (POPIA)

LICENTIA FRANCHISE SA (PTY) LTD

Company Registration Number:
2015/172514/07

POPIA POLICY

PREPARED IN ACCORDANCE WITH
SECTION 51
OF THE
PROMOTION OF PERSONAL INFORMATION ACT
(ACT NO 4 OF 2013)

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1. PURPOSE OF THE POLICY

The purpose of this policy is to ensure that Licentia Franchise SA (Pty) Ltd complies with the requirements of the Protection of Personal Information Act 4 of 2013 (POPIA). This policy outlines how we collect, process, store, and share personal information in a manner that respects the rights to privacy of all individuals and organizations we interact with, and it sets out the rights of data subjects and the responsibilities of Licentia Franchise SA in protecting personal information.

2. SCOPE

This policy applies to all employees, contractors, service providers, and third parties that process personal information on behalf of Licentia Franchise SA. It covers all personal information that the company collects, uses, processes, and stores in the course of its business activities.

3. DEFINITIONS

- Data Subject: The person or entity to whom personal information relates.
- Personal Information: Any information relating to an identifiable, living, natural person or juristic person.
- Processing: The act of collecting, recording, storing, updating, retrieving, and deleting personal information.
- Responsible Party: Licentia Franchise SA, as the entity that determines the purpose of processing personal information.
- Information Officer: The individual designated to ensure compliance with POPIA within Licentia Franchise SA.

4. INFORMATION OFFICER DUTIES

The Information Officer is responsible for ensuring that Licentia Franchise SA complies with POPIA.

Their duties include:

- Compliance Monitoring: Ensuring the organization adheres to the principles of POPIA.
- Training and Awareness: Ensuring all staff members are trained on the Act and the proper handling of personal information.
- Incident Management: Managing any data breaches or complaints that occur.
- Reporting: Notifying the Information Regulator and the affected data subjects in case of a breach within the required timeframes.

The Information Officer is appointed by Licentia Franchise SA and is the point of contact for any inquiries related to POPIA compliance.

5. PRINCIPLES FOR PROCESSING PERSONAL INFORMATION

Licentia Franchise SA commits to the following principles when processing personal information:

- **Accountability:** The company is accountable for ensuring that the principles of POPIA are upheld throughout the information lifecycle.
- **Processing Limitation:** We will only collect personal information for a lawful purpose, with explicit consent from the data subject, and will not process more information than is necessary for the purpose it was collected.
- **Purpose Specification:** Personal information is processed only for specific, lawful, and defined purposes.
- **Further Processing Limitation:** Further processing will occur only if it aligns with the original purpose of collection.
- **Information Quality:** Personal information must be accurate, complete, and updated where necessary.
- **Security Safeguards:** Personal information is kept secure against the risk of loss, unauthorized access, and destruction.
- **Openness:** We will maintain transparency in our information processing activities.
- **Data Subject Participation:** Individuals have the right to access their personal information and correct any inaccurate data.

6. DATA SUBJECT RIGHTS

Data subjects have the following rights:

- **Access to Personal Information:** The right to request access to their personal information held by the company.
- **Correction of Information:** The right to request correction of inaccurate, irrelevant, outdated, or incomplete information.
- **Objection to Processing:** The right to object to the processing of personal information on reasonable grounds.
- **Withdrawal of Consent:** The right to withdraw consent to process personal information at any time, provided that such withdrawal does not affect the lawfulness of processing based on consent before its withdrawal.

7. SECURITY SAFEGUARDS

Licentia Franchise SA employs appropriate technical and organizational security measures to protect personal information from unauthorized access, loss, and destruction.

These safeguards include:

- Encryption of sensitive information.
- Secure storage and access controls.
- Strict password policies.
- Regular security audits and monitoring.
- Employee training on information security and privacy protection.

In the event of a data breach, the Information Officer will ensure that it is reported to the Information Regulator and data subjects within the timeframe required by law.

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8. RETENTION OF PERSONAL INFORMATION

Licentia Franchise SA will retain personal information only as long as necessary for the purposes for which it was collected, or as required by law. After that period, the information will be securely destroyed.

9. PROCESSING PERSONAL INFORMATION OF CHILDREN AND SPECIAL PERSONAL INFORMATION

Licentia Franchise SA acknowledges the special protection required for the personal information of minors and other special personal information, such as religious beliefs, race, health status, or trade union membership. In such cases, explicit consent will be obtained from the guardian or authorized individual before processing.

10. DIRECT MARKETING

Personal information collected for marketing purposes will only be used if the data subject has provided consent. We will ensure that individuals have the ability to opt-out of receiving marketing communications at any time.

11. CROSS-BORDER DATA TRANSFERS

Licentia Franchise SA may transfer personal information across borders only if the recipient country ensures an adequate level of data protection as outlined in POPIA. Data subjects will be informed of such transfers, and their consent will be obtained where necessary.

12. DATA BREACHES AND INCIDENT REPORTING

In the event of a data breach, Licentia Franchise SA will:

- Notify the Information Regulator and affected data subjects as soon as reasonably possible.
- Provide details on the nature of the breach, potential consequences, and measures taken to mitigate the breach.
- Work with legal and technical experts to assess the breach and implement further security measures to prevent future occurrences

13 THIRD PARTIES AND SERVICE PROVIDERS

Licentia Franchise SA ensures that third-party service providers who process personal information on our behalf adhere to the same privacy and security standards. We will enter into contracts with service providers that include data protection provisions, as required by POPIA.

14. TRAINING AND AWARENESS

Licentia Franchise SA will conduct regular training sessions to ensure all employees understand their obligations under POPIA. The Information Officer will ensure that awareness is raised through the provision of resources, communication, and updates regarding privacy laws.

15. COMPLAINTS AND ENFORCEMENT

Data subjects may lodge complaints regarding the processing of their personal information by contacting the Information Officer. Complaints will be addressed in line with internal procedures, and if unresolved, escalated to the Information Regulator.

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16. REVIEW AND UPDATES TO THE POLICY

This policy will be reviewed annually or when there are significant changes to privacy laws. Any updates will be communicated to all employees and stakeholders.


17. CONTACT DETAILS OF INFORMATION OFFICER

For queries or concerns regarding this policy, please contact our designated Information Officer:

DIRECTOR (INFORMATION OFFICER) OF LICENTIA FRANCHISE SA (PTY) LTD	
NAME:	Jean Oliver
EMAIL:	director@licentia.co.za
CONTACT NUMBER:	082 376 7338
ADDRESS:	34 Louws Creek Aerorand Middelburg Mpumalanga

CONCLUSION

Licentia Franchise SA is committed to protecting the privacy of data subjects and ensuring compliance with the provisions of POPIA. This policy outlines the necessary steps to safeguard personal information and maintain transparency in our processing activities.



INFORMATION OFFICER
DIRECTOR OF LICENTIA FRANCHISE SA (PTY) LTD
JEAN OLIVER