

**EXTERNAL PRIVACY POLICY**  
**VANDERSPUY & PARTNERS (CAPE TOWN & BELLVILLE) INC. T/A VANDERSPUY CAPE TOWN (“VDS”)**  
**JUNE 2021**

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## 1. **DEFINITIONS**

- 1.1. **“Biometrics”** means a technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition;
- 1.2. **“Child”** means a natural person under the age of 18 years who is not legally competent, without the assistance of a competent person, to take any action or decision in respect of any matter concerning him or herself;
- 1.3. **“Competent person”** means any person who is legally competent to consent to any action or decision being taken in respect of any matter concerning a child;
- 1.4. **“Data subject”** means the person to whom personal information relates and for the purposes of VDS, this will include but not be limited to – sellers and buyers of properties, the banks in respect of mortgage bonds and other legal services rendered to the banks, commercial, litigation and other general clients, employees, external service suppliers and all associates of VDS;
- 1.5. **“Direct marketing”** means to approach a data subject, either in person or by mail or electronic communication, for the direct or indirect purpose of – a) Promoting or offering to supply, in the ordinary course of business of VDS, legal services to the data subject; or b) Requesting the data subject to make a donation of any kind for any reason;
- 1.6. **“Deputy information officer”** means Ms. Tamsyn Lee Britz;
- 1.7. **“Electronic communication”** means any text, voice, sound or image message sent over an electronic communications network which is stored in the network or in the recipient’s terminal equipment until it is collected by the recipient;
- 1.8. **“Filing system”** means any structured set of personal information which in the case of VDS consist of physical files kept in the offices of VDS together with the data filed on the various software systems used by VDS;
- 1.9. **“Information officer”** of VDS will means Mr. Lester Eleazar Klue;
- 1.10. **“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 that party;
- 1.11. **“Person”** means a natural person or a juristic person;
- 1.12. **“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: Information relating to the education or the medical, financial, criminal or employment history of the person; Any identifying number, symbol, e-mail address, telephone number, location information, online identifier or other particular assignment to the person; The biometric information of the person; The personal opinions, views or preferences of the person; Correspondence sent by the person that would reveal the contents of the original correspondence if the message is of a personal or confidential nature; The views or opinions of another individual about the person; and 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;
- 1.13. **“Private body”** means
  - (a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity;
  - (b) a partnership which carries or has carried on any trade, business or profession; or
  - (c) any former or existing juristic person, but excludes a public body
- 1.14. **“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;
- 1.15. **“Promotion of Access to Information Act”** means the Promotion of Access to Information Act, No. 2 of 2000;
- 1.16. **“Public record”** means a record that is accessible in the public domain and which is in the possession of or under the control of a public body, whether or not it was created by that public body.
- 1.17. **“Record”** means any recorded information:

- a) Regardless of form or medium, including any of the following: (i) Writing on any material; (ii) Information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored; (iii) Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means; (iv) Book, map, plan, graph, or drawing; (v) Photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
- b) In the possession or under the control of a responsible party; and
- c) Regardless of when it came into existence,

- 1.18. **“Regulator”** means the Information Regulator established in terms of Section 39 of the POPIA;
- 1.19. **“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 personal information;
- 1.20. **“Restriction”**: means to withhold from circulation, use or publication any personal information that forms part of a filing system, but not to delete or destroy such information;
- 1.21. **“Special personal information”** means personal information as referred to in Section 26 of the POPIA which includes 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;
- 1.22. **“this Act or POPIA”** means the Protection of Personal Information Act, No. 4 of 2013;
- 1.23. **“Unique identifier”** means any identifier that is assigned to a data subject and is used by a responsible party for the purposes of the operations of that responsible party and that uniquely identifies that data subject in relation to that responsible party; and
- 1.24. **“VDS”** means the law firm registered as Van Der Spuy and Partners (Cape Town and Bellville) Incorporated trading as VanderSpuy Cape Town, registration number 1999/024501/21 with its registered office situated at 4<sup>th</sup> Floor, 14 Long Street, Cape Town and branch office in King William’s Town situated at 1<sup>st</sup> Floor, 10 Queens Road, King William’s Town.

## 2. **INTRODUCTION**

- 2.1. VDS is a law firm which deals with, amongst others, the following fields of law: conveyancing, litigation, motor vehicle accident/Road Accident Fund claims and general commercial legal services. VDS is a medium sized law firm which, in the fulfilment of its legal services, facilitates the registration of property transactions, mortgage bonds and its legal practitioners appear in Courts of law, Tribunals and other forums.
- 2.2. VDS deals with many role players in the various fields of law and acknowledges that, in performing its business operations it is necessary to obtain client personal information as required by statute, often collects personal information of counter parties in the legal transactions administered by VDS and collects personal information of other legal practitioners and professionals. VDS acknowledges that most of its communications are done electronically via the internet, per e-mail and other electronic methods. In recognizing the international risk of data breach and also to ensure that lawful conditions exist surrounding its data subject’s information, VDS accepts that all its South African based data subjects’ Constitutional Right to Privacy is of utmost importance.
- 2.3. VDS further accepts that its data subjects based in other parts of the world are entitled to equal rights to privacy in terms of Regulations applicable to such data subjects in the countries in which they are based. As such, VDS is committed to comply with the provisions of POPIA. VDS is further committed to the education of its data subjects in respect of their rights to privacy and will make all operational amendments necessary.

## 3. **OBJECTIVE**

- 3.1. Although it is not possible to ensure 100% mitigation against data breaches, the objective of this Policy is to ensure adherence of VDS to the provisions within POPIA together with its Regulations aimed at protecting all VDS’ data subjects from harm as wide as possible by protecting their personal information, to ensure that data subjects’ consent is obtained as provided for in POPIA, to ensure that data subjects’ information is not unlawfully shared with third parties unless consent for such sharing is obtained, to stop identity fraud and generally to protect privacy. VDS takes its responsibilities in terms of POPIA seriously and intends to continue developing its internal and external processes.

3.2. This Policy constitutes the EXTERNAL SET OF PRIVACY RULES applicable to the information collected and processed by VDS and sets out the standard for suitable protection of personal information as required by POPIA.

#### 4. **POPIA CORE PRINCIPLES**

4.1. In its quest to ensure the protection of data subjects' privacy, VDS fully commits as follows:

- 4.1.1. To continue developing and maintaining reasonable protective measures against the possibility of risks such as loss, unauthorised access, destruction, use, alteration or revelation of personal information.
- 4.1.2. To regulate the manner in which personal information may be processed, by establishing conditions, in harmony with international standards, that prescribe the minimum threshold requirements for the lawful processing of personal information.
- 4.1.3. To ensure that the requirements of the POPIA legislation are upheld within VDS. In terms of sections 8, 17 and 18 of POPIA, VDS confirms that it adheres to an approach of transparency of operational procedures that controls collection and processing of personal information and subscribes to a process of accountability and openness throughout its operations.
- 4.1.4. In terms of the requirements set out within sections 9, 10, 11, 12, 13 14 and 15 of POPIA, VDS undertakes to collect personal information in a legal and reasonable way, for a specific reason and only if it is necessary for its operations and to process the personal information obtained from owners, occupiers, visitors and services suppliers only for the purpose for which it was obtained in the first place.
- 4.1.5. Processing of personal information obtained from owners, occupiers, visitors and service suppliers will not be undertaken in an insensitive, derogative discriminatory or wrongful way that can intrude on the privacy of the particular data subject.
- 4.1.6. In terms of the provisions contained within sections 23 to 25 of POPIA, all data subjects of VDS will be allowed to request access to certain personal information and may also request correction or deletion of personal information within the specifications of the POPIA.
- 4.1.7. To not request or process information related to race, religion, medical situation, political preference, trade union membership, sexual certitude or criminal record unless this is lawfully required and unless the data subject has expressly consented. VDS will also not process information of children unless the specific consent provisions contained within POPIA have been complied with.
- 4.1.8. In terms of the provisions contained within section 16 of POPIA, VDS is committed that data subjects' information is recorded and retained accurately.
- 4.1.9. To not provide any documentation to a third party or service provider without the express consent of the data subject except where it is necessary for the proper execution of the service as expected by the data subject.
- 4.1.10. To keep effective record of personal information and undertakes not to retain information for a period longer than required.
- 4.1.11. In terms of sections 19 to 22 of POPIA, VDS will secure the integrity and confidentiality of personal information in its possession. VDS will provide the necessary security of data and keep it in accordance with prescribed legislation.

#### 5. **CONSENT**

5.1. When data subjects' information is collected, processed or shared by VDS during the process of VDS delivering its legal services, VDS recognizes its obligations to explain the reasons for the collection of information from the particular data subject/s and obtains the required consents to process and where required the sharing of the information pursuant to such explanation. VDS further acknowledges the importance of obtaining its data subjects' consent, especially for the purposes of sharing their information and possibly using the information for limited marketing purposes.

5.2. If personal information is used for any other reason than the original reason of it being collected, the specific Consent for such purpose must be obtained from the data subject. If special personal information is collected, processed and stored for any reason from any of VDS' data subjects, a specific Consent for such collection must first be obtained unless:

- 5.2.1. Processing is carried out with a prior consent of the data subject;

- 5.2.2. Processing is necessary for the establishment, exercise or defence of a right or obligation in law;
- 5.2.3. Processing is for historical, statistical or research purposes.

5.3. VDS has amended its standard documentation with references to the Act and will obtain all clients' general Consent in each transaction.

## 6. **COLLECTION, PROCESSING AND SHARING OF INFORMATION**

6.1. VDS collects and processes personal information from its data subjects for a variety of reasons and in a variety of ways. The most pertinent reason for data collection and processing relates to the legal services being performed by VDS in its different departments and the need for VDS to collect information in order to draft legal letters, documents and legal processes. Once personal information is collected lawfully by VDS, it is often necessary for such information to be processed and shared with other professional role players involved in the particular legal matter. Such role players include but are not limited to: the South African Revenue Services, Council, Deeds Office, the Financial Intelligence Centre, the banks, the mortgage originators, the software suppliers of VDS, the Master and Registrar of the High Court, the Magistrate's Court, Managing Agents and Body Corporates associated with community schemes. Where necessary, VDS will reference applicable South African statutes which may apply to the collection and processing of information by VDS. Examples hereof are:

- 6.1.1. The Financial Intelligence Centre Act 2001 in terms of which VDS is defined as an Accountable Institution and as such, is subject to the Regulatory obligations to assess the Money Laundering and Terrorism risk in dealing with its clients. As such, the identities of all clients are to be confirmed and verified and clients' details are screened against lists published by the Financial Intelligence Centre and where necessary, the information is shared with the FIC;
- 6.1.2. The Deeds Registry Act 1937 and Sectional Title Act 95 of 1986 which both require full descriptions of the parties and property related to the transaction and all information lodged at the Deeds Office becomes public record. Clients' marital status, dates of birth and full names are to be verified for purposes of the property transaction;
- 6.1.3. In terms of the National Credit Act 2005, parties in a property transaction who intend taking a bank loan to fund a portion or all of the purchase price are obliged to supply all relevant and requested financial information to a variety of role players in the transaction, including VDS.
- 6.1.4. The Administration of Deceased Estates 1965 which sets out the processes in respect of deceased estate administration.

6.2. The primary way of collection and processing of personal information is electronically. By submitting personal and special personal information details to VDS, all data subjects acknowledge the following:

- 6.2.1. Personal information collected by VDS will be collected directly from the data subject, unless –
  - 6.2.1.1. The information is contained or derived from a public record or has deliberately been made public by the data subject;
  - 6.2.1.2. Collection of the information from another source would not prejudice a legitimate interest of the data subject;
  - 6.2.1.3. Collection of the information from another source is necessary -
    - 6.2.1.3.1. To avoid prejudice to the maintenance of the law by any public body, including the prevention, detection, investigation, prosecution and punishment of offences;
    - 6.2.1.3.2. To comply with an obligation imposed by law or to enforce legislation concerning the collection of revenue;
    - 6.2.1.3.3. For the conduct of proceedings in any court or tribunal that have commenced or are reasonably contemplated;
    - 6.2.1.3.4. In the interest of national security;
    - 6.2.1.3.5. To maintain the legitimate interests of VDS or of a third party to whom the information is supplied;
    - 6.2.1.3.6. Compliance would prejudice a lawful purpose of the collection;
    - 6.2.1.3.7. Compliance is not reasonably practicable in the circumstances of the particular case.
  - 6.2.1.4. Personal information is collected for a specific, explicitly defined and lawful purpose related to a function or activity of VDS;
- 6.2.2. Steps will be taken to ensure that the data subject is aware of the purpose of the collection of the information.
- 6.2.3. VDS will take reasonably practicable steps to ensure that the personal information is complete, accurate, not misleading and updated where necessary, having regard to the purpose for which the personal information is collected and further processed.

6.2.4. Where personal information is collected from a data subject directly, VDS will take reasonably practicable steps to ensure that the data subject is aware of: -

- 6.2.4.1. The nature of the information being collected and where the information is not collected from the data subject, the source from which it is collected;
- 6.2.4.2. The name and address of VDS;
- 6.2.4.3. The purpose for which the information is being collected;
- 6.2.4.4. Whether or not the supply of the information by the data subject is voluntary or mandatory;
- 6.2.4.5. The consequences of failure to provide the information;
- 6.2.4.6. Any particular law authorising or requiring the collection of the information.

6.3. When personal and special personal information is collected, processed and shared on behalf of banks for the purposes of VDS registering a mortgage bond or other service on behalf of the bank/s, VDS will ensure that only the required information is collected, processed and shared as required by the bank/s. VDS undertakes to offer a full explanation of the nature of the information being collected, processed and shared in terms of a banking instruction clearly with the affected data subject and will obtain the Consent of such data subject where necessary.

## **7. STORAGE OF INFORMATION**

7.1. VDS acknowledges the risks facing data subjects with the storage of personal and special personal information on the VDS' software systems as well as filing copies of the physical information sheets containing personal information physically in an office. To ensure that its best attempts are made to minimize data subjects from suffering loss of personal information, misuse or unauthorised alteration of information, unauthorized access or disclosure of personal information generally, it will:

- 7.1.1. Store personal information in databases that have built-in safeguards and firewalls to ensure the privacy and confidentiality of your information.
- 7.1.2. Constantly monitor the latest internet developments to ensure that the systems evolve as required. VDS tests its systems regularly to ensure that our security mechanisms are up to date.
- 7.1.3. Continue to review its internal policies and third party agreements where necessary to ensure that these are also complying with the POPIA and Regulations in line with VDS Policy rules.

## **8. DISPOSAL OF DATA SUBJECTS' INFORMATION**

- 8.1. VDS is responsible to ensure that necessary records and documents of their data subjects are adequately protected and maintained to ensure that records that are no longer needed or are of no value are disposed of at the proper time. These rules apply to all documents which are collected, processed or stored by VDS and include but are not limited to documents in paper and electronic format, for example, e-mail, web and text files, PDF documents etc.
- 8.2. VDS adheres to the Guidelines issued by the Law Society of South Africa and the Legal Practices Council and retains documents containing data subjects' personal information for a minimum period of 7 years: physical copies of completed matters are kept in the office of VDS for 1 year and at an outsourced documents archives facility for a further 6 years where after physical folders are destroyed.
- 8.3. VDS does not discard or dispose of the telephone numbers, email addresses of data subjects and electronic communications with data subjects with whom it has previously dealt but will do so on request by the data subject. VDS recognizes that most of the information which it collects, processes and shares with other role players in the transaction is personal of nature and will dispose of information securely when no longer required or when being requested by the data subject.
- 8.4. Secure disposal maintains data security and supports compliance with this VDS policy. VDS acknowledges that electronic devices and media can hold vast amounts of information, some of which can linger indefinitely.
- 8.5. Under no circumstances will paper documents or removable media (CD's, DVD's, discs, etc.) containing personal or confidential information be simply binned or deposited in refuse tips.
- 8.6. VDS undertakes to ensure that all electrical waste, electronic equipment and data on disk drives be physically removed and destroyed in such a way that the data will by no means be able to be virtually retrievable.
- 8.7. VDS will ensure that all paper documents that should be disposed of, be shredded locally and then be recycled.
- 8.8. In the event that a third party is used for data destruction purposes, the Information Officer will ensure that such third party will also comply with this policy and any other applicable legislation.
- 8.9. VDS may suspend the destruction of any record or document due to pending or reasonably foreseeable litigation, audits, government investigations or similar proceedings. VDS undertakes to notify employees of applicable documents where the destruction has been suspended to which they have access to.
- 8.10. In the event that a document and/or information is no longer required to be stored in accordance with this policy and relevant legislation, it should be deleted and destroyed.
- 8.11. The Information Officer should be consulted where there is uncertainty regarding the retention and destruction of a document and/or information.

**\*\*\*\* DATA SUBJECTS ARE REFERRED TO THE ANNEXED FORMS 1 AND 2 with regards to requests to amend and delete personal information from VDS electronic database \*\*\*\***

## **9. INTERNET AND CYBER TECHNOLOGY**

**\*\*\*\* VDS has implemented a full internal IT/EMAL/Cyber Security Policy which has been circulated to all employees. The clauses herein contained constitute a summary of the appropriate IT measures in place and applicable to all employees of VDS\*\*\*\***

### **9.1. Acceptable use of VDS Internet Facilities & standard Anti-Virus rules**

The repercussions of misuse of VDS systems can be severe. Potential damage includes, but is not limited to, malware infection (e.g. computer viruses), legal and financial penalties for data leakage and lost productivity resulting from network downtime.

In order to ensure that VDS' IT systems are not misused, everyone who uses or has access to VDS' systems have received training and internal guidelines in order to meet the following five high-level IT Security requirements:

- 9.1.1. Information will be protected against any unauthorized access as far as possible;
- 9.1.2. Confidentiality of information will be assured as far as possible;
- 9.1.3. Integrity of information will be preserved as far as possible;
- 9.1.4. Availability of information for business processes will be maintained;
- 9.1.5. Compliance with applicable laws and regulations to which VDS is subject will be ensured by the Information Officer as far as possible.

Every user of VDS' IT systems takes responsible for exercising good judgment regarding reasonable personal use.

### **9.2. IT Access Control**

VDS undertakes to ensure that logging into the IT system and software packages is password controlled and shall exercise all caution in allowing unauthorized access to the password. It is a further undertaking that the password/s shall be reviewable from time to time but in particular where Google based products are used and linked (such as Facebook, WhatsApp and Gmail based domains).

### **9.3. VDS' Email Rules**

VDS acknowledges that most of its communications are conducted via email and instant messaging (IM). Given that email and IM may contain extremely sensitive and confidential information, the information involved must be appropriately protected. In addition, email and IM are potentially sources of spam, social engineering attacks and malware, so VDS must be protected as completely as possible from these threats. The misuse of email and IM can post many legal, privacy and security risks, so it is important for users to be aware of the appropriate use of electronic communications.

It is of use to note that all users of VDS' email system are prohibited from using email to:

- 9.3.1. Send, receive, solicit, print, copy, or reply to text, images, or jokes that disparage others based on their race, religion, colour, gender, sex, sexual orientation, national origin, veteran status, disability, ancestry, or age.
- 9.3.2. Send, receive, solicit, print, copy, or reply to messages that are disparaging or defamatory.
- 9.3.3. Spread gossip, rumours, or innuendos about employees, clients, suppliers, or other outside parties.
- 9.3.4. Send, receive, solicit, print, copy, or reply to sexually oriented messages or images.
- 9.3.5. Send, receive, solicit, print, copy, or reply to messages or images that contain foul, obscene, disrespectful, or adult-oriented language.
- 9.3.6. Send, receive, solicit, print, copy, or reply to messages or images that are intended to alarm others, embarrass VDS negatively impact productivity, or harm morale.

The purpose of this Email and IM policy is to ensure that information sent or received via these VDS' IT systems is appropriately protected, that these systems do not introduce undue security risks to VDS and that users are made aware of what VDS deems as acceptable and unacceptable use of its email and IM.

### **9.4. VDS' Rules related to handheld devices**

Many users do not recognize that mobile devices represent a threat to IT and data security. As a result, they often do not apply the same level of security and data protection as they would on other devices such as desktop or laptop computers. This policy outlines

VDS' requirements for safeguarding the physical and data security of mobile devices such as smartphones, tablets, and other mobile devices that PC's and Notebooks.

- 9.4.1. VDS' users of handheld devices are expected to diligently protect their devices from loss and disclosure of private information belonging to or maintained by VDS.
- 9.4.2. Before connecting a mobile handheld device to the network at VDS, users are expected to ensure it is on the list of approved devices issued by the IT support where ever necessary.
- 9.4.3. In the event of a security incident or if suspicion exists that the security of VDS' systems has been breached, VDS shall be obliged to notify the IT support immediately together with the Information Officer or Deputy Information Officer should the Information Officer not be available especially when a mobile device may have been lost or stolen.

#### 9.5. **Anti-virus rules**

- 9.5.1. Management of VDS is responsible for creating procedures that ensure anti-virus software is run at regular intervals, and computers are verified as virus-free. Any activities with the intention to create and/or distribute malicious programs into VDS' programs (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.) are prohibited.
- 9.5.2. It is worth noting that users are discouraged from attempting to remove viruses themselves. If a virus infection is detected, users are expected to disconnect from VDS' networks, stop using the infected computer immediately and notify the IT support.
- 9.5.3. It is further worth noting that VDS' users are encouraged to be cautious of e-mail attachments from an unknown source as viruses are often hidden in attachments and VDS confirms that all employees have received and will continue to receive internal training in respect of such virus and how to identify them If a virus is suspected, the attachment must not be opened or forwarded and must be deleted immediately.

#### 9.6. **Physical access control**

- 9.6.1. All of VDS' premises that include computers and other types of information technology resources will be safeguarded against unlawful and unauthorized physical intrusion, as well as fire, flood and other physical threats. This includes but is not limited to; security doors, key entry areas, external doors that are locked from closing until opening of the building, locked and/or barred windows, security cameras, registration of visitors at entrances, security guards, and fire protection.

#### 9.7. **Usage Data**

Usage Data is collected automatically when using the internet services of VDS. Usage Data may include information such as data subjects' device's internet protocol address (e.g. IP address), browser type, browser version, details of the pages of VDS' website that are visited by data subjects, the time and date of the website visit, the time spent on those pages, unique device identifiers and other diagnostic data. When data subjects access the website services of VDS by or through a mobile device, VDS may collect certain information automatically, including, but not limited to, the type of mobile device used by the data subject, unique ID, the IP address of the mobile device, the mobile operating system, the type of mobile Internet browser used, unique device identifiers and other diagnostic data. VDS may also collect information that the user's browser sends whenever VDS' website is visited.

#### 9.8. **Tracking Technologies and Cookies**

Cookies and similar tracking technologies are used to track the activity on VDS' website and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze the efficiency of the website. The technologies which may be used to track may include:

- 9.8.1. Cookies or Browser Cookies. A cookie is a small file which may be placed on a data subject's device. Data subjects can instruct their browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if this function of VDS' website is not accepted, data subjects may not be able to use some parts of the website. Unless the browser settings have been adjusted VDS' website may use Cookies.
- 9.8.2. Flash Cookies. Certain features of the website may use local stored objects (or Flash Cookies) to collect and store information about data subjects' preferences or activity on the website. Flash Cookies are not managed by the same browser settings as those used for Browser Cookies.
- 9.8.3. Web Beacons. Certain sections of the website and emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit VDS for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

9.8.4. Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on data subjects' personal computer or mobile device even when offline, while Session Cookies are deleted as soon as data subjects' web browsers are closed.

## 10. **THIRD PARTY OPERATORS**

10.1. VDS recognizes that, in fulfilling its service offering to its client base and in order to operate efficiently, it is necessary at times to share data subjects' personal and special personal information with third parties for specific reasons related to VDS' service delivery. As referenced in clauses 5 and 6 above, VDS will obtain the necessary Consent where required from the particular data subject.

10.2. VDS shall moreover and where possible enter into an OPERATORS' AGREEMENT with the relevant third party with which VDS shares data subjects' information in order to ensure that the third party operator treats the personal information of VDS' data subjects responsibly and in accordance with the provisions contained in the Act and Regulations thereto. VDS shall, where possible request copies of the third party operators' POPIA Policy, rules, internet rules and details of the third party's Information Officer.

## 11. **BANKING DETAILS**

11.1. It is a known fact that law firms are particular targets for email interceptions and in particular the interception of banking details for purposes of payment in respect of the transaction. VDS' data subjects are open to large amounts of damages and losses if emails are intercepted and banking details are fraudulently amended without the data subject's knowledge.

11.2. VDS has implemented clear warnings within all its correspondences (emails and physical letters) warning data subjects of the risks of email hacking and interceptions. In the event that banking details are sent to data subjects or received from data subjects for purposes of payment, the banking details will be confirmed with a telephone call and a follow up whatsapp. It is recorded that, in certain instances, data subjects' bank details are to be shared with relevant third parties but in such event, all care shall be taken to ensure encryption of emails.

## 12. **DIRECT MARKETING**

12.1. VDS is committed to not share data subjects' information with third parties for the sole purpose of such third party marketing to such data subjects. In the event that any associated third party using the data subjects' information shared by VDS with such third party in the fulfilment of its legal services, VDS takes no responsibility for any consequences suffered by the data subject which may have been caused by the third party's actions.

12.2. VDS does not send out direct marketing emails, SMSs or WhatsApp's to data subjects on its system. In the event that VDS implements such a direct marketing practice, VDS will ensure that the required OPT IN or OPT OUT are clearly available to the recipient data subjects.

## 13. **COVID 19**

13.1. VDS has implemented and continue to apply its Workplace Risk Assessment measures in line with accepted Occupational Health and Safety Guidelines issued by the Departments of Labour and Health. With reference to these assessment measures, VDS is entitled to oblige employees, clients and other visitors to complete a Covid 19 Risk Assessment form upon entering the VDS offices provided that the personal and special personal information required to be completed are necessary and limited to the purposes of assessing the risk of Covid 19 exposure. VDS may also, where required by statute, share the information with the Departments of Labour and Health especially in the event of someone testing positive and/or where a significant increase of risk exists in the workplace and offices.

13.2. With the proposed implementation of the VDS Workplace Vaccination program (to be finalised), further employee and other relevant data subjects' personal and medical information may be collected and processed by VDS and may be shared with regulated third parties and internally if the sharing of the information complies with the provisions for the VDS Vaccination program Policies.

## 14. **INFORMATION OFFICER**

14.1. **Appointed Information Officer:**

INFORMATION OFFICER: LESTER ELEAZAR KLUE  
Contact details 021 419 3622  
Email lesterk@vdslaw.co.za

Postal Address: PO BOX 1701 CAPE TOWN 8000  
Street Address: 4<sup>TH</sup> FLOOR, 14 LONG STREET, CAPE TOWN 8000

DEPUTY INFORMATION OFFICER: TAMSYN LEE BRITZ  
Contact details 021 419 3622  
Email tammyb@vdslaw.co.za  
Postal Address: PO BOX 1701 CAPE TOWN 8000  
Street Address: 4<sup>TH</sup> FLOOR, 14 LONG STREET, CAPE TOWN, 8000

**14.2. The general responsibilities of VDS' Information Officer and Deputy Information Officer where delegated include the following:**

- 14.2.1. The encouragement of compliance, by VDS, with the conditions for the lawful processing of personal information.
- 14.2.2. Managing requests made to VDS pursuant to POPIA.
- 14.2.3. Working with the Regulator in relation to investigations conducted pursuant to prior authorisation required to process certain information of POPIA in relation to the business.
- 14.2.4. Continuously perform data backups, store at least weekly backup offsite, and test those backups regularly for data integrity and reliability.
- 14.2.5. Review policy rules regularly, document the results, and update the policy as needed.
- 14.2.6. Continuously update information security policies and network diagrams.
- 14.2.7. Secure critical applications and data by patching known vulnerabilities with the latest fixes or software updates.
- 14.2.8. Perform continuous computer vulnerability assessments and audits.

**14.3. The data breach responsibilities of VDS' Information Officer and Deputy Information Officer where delegated include the following:**

- 14.3.1. Ascertain whether personal data was breached;
- 14.3.2. Assess the scope and impact by referring to the following:
  - 14.3.2.1. Estimated number of data subjects whose personal data was possibly breached.
  - 14.3.2.2. Determine the possible types of personal data that were breached.
  - 14.3.2.3. List security measures that were already in place to prevent the breach from happening.
- 14.3.3. Once the risk of the breach is determined, the following parties need to be notified within 72 hours after being discovered:
  - 14.3.3.1. The Information Regulator
  - 14.3.3.2. Communication should include the following:
    - Contact details of Information Officer
    - Details of the breach,
    - Likely impact,
    - Actions already in place, and those being initiated to minimise the impact of the data breach.
    - Any further impact is being investigated (if required), and necessary actions to mitigate the impact are being taken.
- 14.3.4. Review and monitor
  - 14.3.4.1. Once the personal data breach has been contained, VDS will conduct a review of existing measures in place, and explore the possible ways in which these measures can be strengthened to prevent a similar breach from reoccurring.
  - 14.3.4.2. All such identified measures should be monitored to ensure that the measures are satisfactorily implemented.

**15. PROMOTION OF ACCESS TO INFORMATION in terms of the Promotion of Access to Information Act 2 of 2000**

- 15.1. Information Officer: LESTER ELEAZAR KLE
- 15.2. Refer to Manual

**16. AVAILABILITY AND REVISION**

- 16.1. A link to this Policy is made available on VDS company website [www.vdslaw.co.za](http://www.vdslaw.co.za).
- 16.2. This policy will continually be updated to comply with legislation, thereby ensuring that personal information will be secure.

**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, 2018**

[Regulation 2]

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may 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.
3. Complete as is applicable.

A	DETAILS OF DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

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

..... *Signature of data subject/designated person*

**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, 2018**

[Regulation 3]

*Note:*

1. *Affidavits or other documentary evidence as applicable in support of the request may 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.*
3. *Complete as is applicable.*

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
Name(s) and surname / registered name of data subject:	
Unique identifier/ Identity Number:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code (    )
Contact number(s):	
Fax number/ E-mail address:	
C	INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED

D	<p><b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</b></p> <p><i>(Please provide detailed reasons for the request)</i></p>

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

.....  
*Signature of data subject/ designated person*

