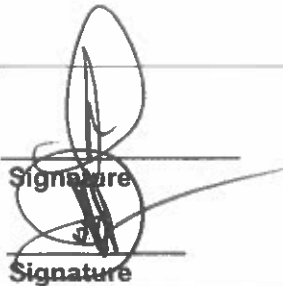
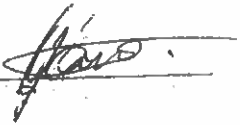




PROTECTION OF PERSONAL INFORMATION (POPIA) MANUAL OF MAKANA LOCAL MUNICIPALITY

This manual was prepared in accordance with Section 51 of the Protection of Personal Information Act of 2013

Version Control and Change History

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Prepared by: Candice April Name		 Signature		31 July 2025 Date	
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Glossary

TERM	DEFINITION
Biometrics	This is a form of personal identification using biological, physical, physiological and/or behavioural characteristics. Biometric information can include fingerprints, blood types, DNA analysis, voice recognition or retinal scanning.
Competent person	This refers to a person who can legally consent to decisions or actions regarding any matter that concerns a child under the age of 18 years
Consent	This is a voluntary and informed expression of will where specific permission is given for the processing of personal information.
Data subject	A data subject is a person whose personal data is being collected, held or processed. Everyone becomes a data subject at some point; for example, when applying for a job, using their credit card or simply by browsing the Internet, they disclose some personal information.
De-identify	The act of deleting any information or data that could be used or manipulated to identify a person.
Direct marketing	Approaching someone in person, via mail or other electronic communication methods for the direct or indirect purpose of promoting or offering goods or services. This can also include asking people for donations for any sort of reason.
Electronic communication	The use of any text, image, voice or sound messaging that is sent via an electronic communications network.
Information matching programme	The manual or automatic comparison of any document that contains the personal information of 10 or more people.
Information Officer	A public or private body, such as a company or governmental organisation.
Personal Information	Information about a person that includes but is not limited to: Age Physical or mental health Disability Religion/beliefs/culture Language Educational/medical/financial/criminal or employment history Further, any information including: ID number Email address Physical address Telephone number Location Biometric information Personal opinions, views or preferences.

PROTECTION OF PERSONAL INFORMATION (POPIA) MANUAL OF MAKANA LOCAL MUNICIPALITY

Processing	Any act of using, storing, organising or modifying personal information.
Re-identify	To resurrect any information that has been de-identified. This is information that either identifies the person the data belongs to or that can be manipulated in a way to identify them.
Responsible party	This can refer to a private or public body, single person or group of people who determine the purpose and means for processing personal information.
Restriction	To withhold personal information from circulation, use or publication, but to not delete or destroy it.
Unique identifier	The name or number – also known as an identifier – assigned to a particular data subject by a certain party responsible for processing personal information. Each responsible party has their own unique identifiers for data subjects.

1. INTRODUCTION

The right to privacy is an integral human right recognised and protected in the South African Constitution and in the Protection of Personal Information Act 4 of 2013 ("POPIA") as amended Government Gazette 43461 dated 22 June 2020.

The Protection of Personal Information Act (POPIA), Act No. 4 of 2013, to promote the protection of privacy through providing guiding principles that are intended to be applied to the processing of personal information in a context-sensitive manner. POPIA regulates all organisations who process personal information. Personal information relates to information about employees, customers, suppliers and service providers.

A person's right to privacy entails having control over his or her personal information and being able to conduct his or her affairs relatively free from unwanted intrusions. The Makana Local Municipality regard the protection of personal information very important and wish to ensure that all personal information kept by the municipality is effectively safeguarded.

2. PURPOSE OF POPI MANUAL

The purpose of this Manual is to provide a list of all records types held by MLM as well as to incorporate the requirements of the Protection of Personal Information Act (4/2013) (hereafter referred to as 'POPIA') into the daily operations of the Municipality and to ensure that these requirements are documented and implemented in municipality.

1. Give effect to the constitutional right to privacy, by safeguarding personal information when processed by a responsible party, subject to justifiable limitations that are aimed at—
 - a. balancing the right to privacy against other rights, particularly the right of access to information; and
 - b. protecting important interests, including the free flow of information within the Republic and across international borders;
2. regulate the manner in which personal information may be processed;
3. provide persons with rights and remedies to protect their personal information from processing that is not in accordance with this Act; and
4. establish voluntary and compulsory measures, including the establishment of an Information Regulator, to ensure respect for and to promote, enforce and fulfil the rights protected by this Act.

This Manual ensures that the municipality:

- i. Complies with the Protection of Personal Information Act, 2013 (Act 4 of 2013) (POPIA).
- ii. The Municipality recognises privacy as a valuable human right.
- iii. Implementing internal controls for the managing the compliance risk associated with the protection of personal information.
- iv. Protects the rights of data subjects.
- v. Is open about how it stores and processes personal information of data subjects.
- vi. Protects itself from the risks of security breaches in any form.
- vii. Raising awareness through training and providing guidance who process information.

3. OBJECTIVE

The objective of this policy is to ensure the constitutional right to privacy, with regards to:

- a) the safeguarding of personal information;
- b) the regulation and processing of personal information;
- c) the execution of the prescribed requirements for the legal processing of personal information; and
- d) the protection of free flow of personal information.

The MLM and its employees shall adhere to this policy concerning the management of all personal information received from, but not limited to natural persons, employees, councilors, clients, suppliers, agents, representatives to ensure compliance is applied to this Act and the applicable regulations and rules relating to the protection of personal information is adhered to.

4. SCOPE

This manual is applicable to all Councilors, Municipal Employees (permanent / contract) and any other person or entity working for or on behalf of the municipality. It governs all business activities that involve the processing of personal information, including special personal information, for or on behalf of this organisation.

5. LIST OF PERSONAL INFORMATION

The municipality collects personal information for various reasons in order to fulfil its mandate as government institution in terms of the Constitution of the Republic of South Africa.

The residents expecting essential and other services from the municipality are obliged to share their personal information with the municipality as the withholding and/or refusal of personal information may impact on the municipality's ability to render effective and sufficient services in terms of Schedule 84 of the Local Government: Municipal Structures Act, Act 117 of 1998.

Employees are also obliged to share their personal information with the municipality as it is needed for human resource management

Depending on the nature of the services required, the relationship between the individual and the municipality and the reasons why personal information is required that may be obtained includes but is not limited to:

- a) Forenames and last names;
- b) Identification or Passport number;
- c) Demographic information such as age, gender, physical and postal address;
- d) Marital status, number of dependents
- a) Contact details; financial information, banking details
- b) Remuneration details;
- c) Biometric and Geographic information;
- d) Qualifications; Employment information;
- e) Ownership or rental information;
- f) Vehicle details i.e. vehicle number plate;
- g) Medical information;
- h) Declaration of interest;
- i) Next of Kin information; and
- j) Bidders information etc.

6. PROCESSING OF INFORMATION

The procedure of processing the personal information, refers to the collection, recording, organisation, storage, updating or modification, retrieval, consultation, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, including inaccessibility, erasure or destruction of personal information.

Inform the data subject what the purpose is for the collection of this information and inform the data subject regarding:

- i. whether the information to be collected is a voluntary or mandatory function to be performed;
- ii. the consequences of the matter for the data subject should they fail to provide the information;
- iii. whether it is ascertained that a legal authority requires the collection of the information for their records;
- iv. whether this information needs to be transferred to another source;

6.1. Limitations of processing

Makana Local Municipality will ensure that personal information will be processed in a:

- a) specific, defined and lawful manner;
- b) ensure that the data subject is aware of what information is collected prior to the collection thereof;
- c) ensure the data subject, or should the individual be a minor, a competent person in this instance then consents to the collection of personal information

7. RESPONSIBILITIES

All municipal employees have a responsibility to ensure that the personal information of data subjects is collected, stored and handled appropriately to ensure the confidentiality, integrity and availability thereof.

Each Department / Official that handles personal information must ensure that it is handled and processed in line with this policy and the privacy principles.

Information Officers are identified in the Makana Local Municipality Section 14 PAIA Manual.

7.1. The Information Officer

In accordance the Municipal Manager is the head of the municipality therefore in terms of the POPIA is the Information Officer of the entity and his contact details are listed below:

Information Officer (Municipal Manager)	Pumelelo Maxwell Kate
Physical Address:	City Hall 86 High Street Makhanda, 6139
Postal Address:	P.O Box 176 Makhanda 6140
Telephone Number:	046 603 6111
Email Address:	PKate@makana.gov.za
Website Address:	https://www.makana.org.za/

7.2. The Deputy Information Officers

The Municipal Manager, appointed Information Officer in terms of POPIA has duly authorised the following persons below to act as Deputy Information Officer to ensure that the requirements of the Act are administered in a fair objective and unbiased manner.

Deputy Information Officer	Xolela Kalashe
Physical Address:	City Hall 86 High Street Makhanda, 6139
Postal Address:	P.O Box 176 Makhanda 6140
Telephone Number:	046 603 6111
Email Address:	Xkalashe@makana.gov.za
Website Address:	https://www.makana.org.za/

Administration Officer

Candice April

Physical Address:

City Hall
86 High Street
Makhanda, 6139

Postal Address:

P.O Box 176
Makhanda
6140

Telephone Number:

046 603 6099

Email Address:

capril@makana.gov.za

Website Address:

<https://www.makana.org.za/>

Below follow key positions and their areas of responsibility:

INFORMATION OFFICER (MUNICIPAL MANAGER)	DEPUTY INFORMATION OFFICERS / ADMINISTRATION OFFICER
- Is ultimately responsible for ensuring that the organisation meets its legal obligations. Addressing any personal information and protection from queries from journalists or media outlets. - Working with the Regulator in relation to investigations conducted pursuant to Chapter 6 in relation to the directorate under his/ her control - Approving any personal information protection statement attached to communications such as emails and letters. - Addressing any personal information protection queries from journalists or media outlets.	- Dealing with requests made to the municipality - Reviewing all personal information protection related policies, in line with an agreed schedule and make recommendations to the Information Officer/ Director where applicable. - Ensuring that all employees, consultants and others that report to the Information Officer/ Directors are made aware of and are instructed to comply with this and all other relevant policies

8. GENERAL STAFF GUIDELINES

- a) Access to any personal and confidential information are available to the parties who need the information to complete their duties.

- b) Personal information should not be shared informally and must never be shared over social media accounts such as Facebook, LinkedIn, Google Plus, etc.
- c) Training will be provided to all employees to understand their responsibilities when handling personal information.
- d) All personal information should be kept secure and not be disclosed to unauthorised individuals within the municipality or externally.
- e) Personal information must be reviewed regularly and updated. If no longer required, it should be deleted and disposed of in line with the disposal instructions within the Records Management Policy.
- f) If unsure about any aspect of the protection of personal information, the Deputy Information Officers or Administration Officer should be contacted.

9. QUALITY OF INFORMATION

A responsible party must take reasonably practicable steps to ensure that the personal information is complete, accurate, not misleading and updated where necessary. In taking the steps referred to the aforementioned the responsible party must have regard to the purpose for which personal information is collected or further processed

10. DOCUMENTATION

A responsible party must maintain the documentation of all processing operations under its responsibility as referred to in section 14 of the Promotion of Access to Information Act.

11. COLLECTION OF PERSONAL INFORMATION

Information is collected to deliver a quality service to the public. Personal information is collected directly from data subjects where practical and should be in compliance with POPIA.

Personal information may be collected the following channels:

- a) Application forms for vacant positions;
- b) Tenders and Contracts;
- c) Websites;
- d) Through surveillance cameras (with facial recognition technology);
- e) Through third party service providers;
- f) Social media platforms;
- g) Responding to questionnaires;
- h) Surveys;

i) Section 14 PAIA Requests

12. REASONS FOR KEEPING PERSONAL INFORMATION

The municipality may collect and process personal information for the following reasons:

- a) Employment and remuneration and other Human Resources needs
- b) Process benefits i.e. medical aid and pension
- c) Considering bids in terms of tenders and quotations;
- d) Closing agreements and contracts;
- e) Communication; sending and sharing of important information;
- f) Register services
- g) Maintaining Data base for essential services, indigent support, housing,
- h) Respond to inquiries; complaints and requests;
- i) Community consultation and feedback;
- j) Addressing the needs and priorities
- k) Understanding the needs and priorities of the community and other stakeholders;
- l) Security background checks (vetting)
- m) Rendering accounts
- n) Reports to council for bad debt
- p) Disclosure
- q) Audit reports

13. UTILISATION OF PERSONAL INFORMATION

Personal information will only be used for the intended purpose. Consent should be obtained from the data subject, if information is to be used for additional practices.

14. SHARING PERSONAL INFORMATION

The municipality shall only share personal information if the municipality has obtained consent in writing from the data subject.

Personal information may be shared with the indicated stakeholders and in the manner as follows:

- a) SARS
- b) Medical aids, Pension funds

- c) Financial institutions for remuneration purposes and payments
- d) In response to a request for information by a legitimate authority in accordance with, or required by any applicable law, regulation, or legal process;
- e) Where necessary to comply with judicial proceedings, court orders;
- f) To protect the rights, property, or safety of the municipality or others, or as otherwise required by an applicable law; and

15. THIRD PARTY INSURANCE

Service providers are contractually required to implement suitable information protection and security measures for any personal information that are shared by the municipality. Personal information will only be used for the intended purpose by the Third Party.

16. SAFEGUARDING OF PERSONAL INFORMATION

The municipality is committed to protect personal information from misuse, loss, theft, unauthorized access, modification, or disclosure

17. PUBLIC PARTICIPATION AND SERVICE DELIVERY COMMUNICATIONS

The municipality shall not avail personal information to unaffiliated third parties for direct marketing purposes or sell, rent, distribute, or otherwise make personal information commercially available to any third party.

18. DATA SUBJECTS: REQUEST TO ACCESS AND MANAGE PERSONAL INFORMATION

Data subjects have the right to request what personal information the municipality holds about them and why.

- a) The data subject may request the municipality to access, amend, update, block, or delete personal information that the municipality holds, subject to legislative requirements that make it compulsory for the municipality to keep such personal information.
- b) The data subject may withdraw or / and object to consent at any time for current or future processing

- c) The Municipality shall inform the data subject of an information breach.
- d) The data subject has the right to object to the processing of his / her personal information.
- e) The data subject has the right to submit a complaint to the Information Regulator regarding and alleged infringement of any of the rights protected under POPIA.

Access to information can be addressed to the Information Officer. The data subject will be provided with a Personal Information Request form. Once the completed form has been received the Information Officer will verify the identity of the data subject. The Information Officer will acknowledge receipt of any such request within seven (7) days of the date of submission. Any such requests will be dealt with by the Information Officer who shall respond within a reasonable period and no later than thirty (30) days of the date of the request. All requests will be process and considered against the PAIA Section 14 Manual.

A responsible party may or must refuse, as the case may be, to disclose any information requested in terms of subsection (1) to which the grounds for refusal of access to records set out in the applicable sections of Chapter 4 of Part 2 and Chapter 4 of Part 3 of the Promotion of Access to Information Act apply. The provisions of sections 30 and 61 of the Promotion of Access to Information Act are applicable in respect of access to health or other records

19. POPIA COMPLAINTS PROCEDURE

Data subjects have the right to complain in instances where any of their rights under POPIA have been infringed upon. POPIA related complaints in accordance with the following procedure:

1. POPIA complaints must be submitted to the organisation in writing. Where so required, the Information Officer will provide the data subject with a "POPIA Complaint Form".
2. The Information Officer will provide the complainant with a written acknowledgement of receipt of the complaint within 7 working days.
3. The Information Officer will carefully consider the complaint and address the complainant's concerns in an amicable manner. In considering the complaint, the Information Officer will endeavor to resolve the complaint in a fair manner and in accordance with the principles outlined in POPIA

4. The Information Officer must also determine whether the complaint relates to an error or breach of confidentiality that has occurred and which may have a wider impact on the organisation's data subjects.
5. Where the Information Officer has reason to believe that the personal information of data subjects has been accessed or acquired by an unauthorised person, the Information Officer will inform data subjects and the Information Regulator will of this breach.
6. The Information Officer will revert to the complainant with a proposed solution with the option of escalating the complaint to the organisation's governing body within 20 working days of receipt of the complaint. In all instances, the organisation will provide reasons for any decisions taken and communicate any anticipated deviation from the specified timelines.

20. BREACHES OF THE ACT OR POLICY

Disciplinary action to be taken against any employee reasonably suspected of being implicated in any non-compliant activity outlined within this policy.

In the case of ignorance or minor negligence, MLM will undertake to provide further awareness training to the employee.

Any gross negligence or the wilful mismanagement of personal information, will be considered a serious form of misconduct. Disciplinary procedures will commence where there is sufficient evidence to support an employee's gross negligence.

Disciplinary action and procedures in terms of the applicable code of conduct will be installed against the alleged perpetrator.

21. MUNICIPAL WEBSITE

The user has accepted the terms and conditions as specified on the Municipality's website. Other sites, via links can also be accessed however, these sites are not monitored, maintained or controlled by the municipality and thus we are not responsible in any way for any of their contents. The municipality is not responsible for any third-party content or privacy statements. The use of such sites and applications is thus subject to the relevant third-party privacy policy statements.

22. RETENTION OF PERSONAL INFORMATION

The MLM shall retain personal information to comply with the prescriptions in the Records Management Policy and Provincial Archives and Records Service Act of the Eastern Cape, 2003 (Act 7 of 2003) whereafter, it will be disposed / transferred. Retention periods of documents containing personal data can vary.

23. BREACHES OF THE ACT OR POLICY

Breach of the Act, either by a councilor or employee, can lead to disciplinary action against the alleged perpetrator in terms of the applicable code of conduct or disciplinary procedures.

24. MONITORING AND ENFORCEMENT

1. All employees will be responsible for administering and overseeing the implementation of this policy including the supporting of guidelines, standard operating procedure, notices, consents and appropriate related documents and processes.
2. Employees who violate the guidelines and standard operating procedures of this policy may be subjected to disciplinary action, being taken against him/her.
3. The point of contact for requests, disclosures, questions, complaints and any other inquiries relating to the processing, collection, or re-identifying of personal information shall be directed to the information officer or deputy information officer(s) / administrative officer.

Appendices

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) (Please provide detailed reasons for the objection)

Signed at this day of 20

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

**A2. Request for Correction or Deletion of Personal Information or Destroying
or Deletion of Record of Personal Information**

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	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. <i>(Please provide detailed reasons for the request)</i>

Signed at this day of 20

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

A3. Application for the Consent of a Data Subject for the Processing of Personal Information for the Purpose of Direct Marketing

18 No. 42110

GOVERNMENT GAZETTE, 14 DECEMBER 2018

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, 2018
[Regulation 6]

TO:

(Name of data subject)

FROM:

Contact number(s):

Fax number:

E-mail address:

(Name, address and contact details of responsible party)

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

Signature of designated person

Date: _____

PART B

I, _____ (full names of data subject) hereby:

☐

Give my consent.

To receive direct marketing of goods or services to be marketed by means of electronic communication.

This gazette is also available free online at www.gpwonline.co.za

SPECIFY GOODS or SERVICES:

SPECIFY METHOD OF COMMUNICATION: FAX:

E - MAIL:

SMS:

OTHERS – SPECIFY:

Signed at this day of 20.....

.....
Signature of data subject

A4. POPI Complaint form

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, 2018

[Regulation 7]

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".

Complaint regarding:

☐

Alleged interference with the protection of personal information

☐

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname / registered name of data subject:	
Unique Identifier/Identity Number:	
Residential, postal or business address:	
Contact number(s):	

PROTECTION OF PERSONAL INFORMATION (POPIA) MANUAL OF MAKANA LOCAL MUNICIPALITY

Fax number/ E-mail address :	
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B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
Name(s) and surname/ Registered name of responsible party:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the complaint)</i>

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PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	PARTICULARS OF COMPLAINANT
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, postal or business address:	
Contact number(s):	

Fax number/ E-mail address:	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name(s) and surname of adjudicator:	
Name(s) and surname of responsible party /registered name:	
Residential, postal or business address:	
Contact number(s):	
Fax number/ E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at this day of20.....

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

A5. Information Officer's Registration Form



INFORMATION OFFICER'S REGISTRATION FORM

NOTE: The personal information submitted herein shall be solely used for your registration with the Information Regulator ("Regulator").

All the information submitted herein shall be used for the purpose stated above, as mandated by law. This information may be disclosed to the public. The Regulator undertakes to ensure that appropriate security control measures are implemented to protect all the information to be submitted in this document.

PART A INFORMATION OFFICER	
Full Name of Information Officer	
Designation	
Postal Address	
Physical Address	
Cellphone Number	
Landline Number	
Fax Number	
Direct Email Address	
General Email Address	

PART B			
DEPUTY INFORMATION OFFICER			
Personal details of designated or delegated Deputy Information Officer(s)	Name	Name	Name
	Direct Landline	Direct Landline	Direct Landline
	Cellphone Number	Cellphone Number	Cellphone Number
	Email Address	Email Address	Email Address
Postal Address			
Physical Address			
Fax Number			
General Email			

PART C			
BODY / RESPONSIBLE PARTY			
Type of Body	Public Body	☐	Private Body ☐
Full Name of the Body (Registered Name)			
Trading Name			
Registration No, if any			

Postal Address	
Physical Address	
Landline Number	
Fax Number	
Email Address	
Website	

**PART D
DECLARATION**

I declare that the information contained herein is true, correct and accurate.

*Ensuring protection of your personal information
and effective access to information*

SIGNED and DATED at _____ **on this the** _____ **day of** _____ **202**_____

INFORMATION OFFICER

PROTECTION OF PERSONAL INFORMATION (POPIA) MANUAL OF MAKANA LOCAL MUNICIPALITY

PART E

THE FOLLOWING INFORMATION IS REQUIRED FOR STATISTICAL PURPOSES

Please choose a sector(s) that apply to your Body

GOVERNMENT			PUBLIC ENTITIES			PRIVATE BODY			PROFESSION		
Item	Classification of Government	X	Item	Classification of a Public Entity	X	Item	Name of Industry Sector	X	Item	Type of profession	X
1.	National Government	☐	1.	Constitutional Entities	☐	1	Education	☐	1	Legal	☐
2.	Provincial Government	☐	2.	Schedule 2 Public Entity	☐	2	Financial	☐	2	Built Environment	☐
3.	Local Government	☐	3.	Schedule 3A Public Entity	☐	3	Health Facilities	☐	3	Financial	☐
LEGISLATURE			4.	Schedule 3B Public Entity	☐	4	Telecommunications	☐	4	Medical and Allied Health Services	☐
National Assembly			5.	Schedule 3C Public Entity	☐	5	Pharmaceutical	☐	OTHERS, specify		
National Council of Provinces			OTHERS, specify			6	Media and Social Media	☐			
Gauteng Provincial Legislature						7	Retail/Direct Marketing	☐			
Western Cape Provincial Legislature						8	Tourism	☐			

GOVERNMENT		PUBLIC ENTITIES		PRIVATE BODY		PROFESSION	
Northern Cape Provincial Legislature	☐		9	Transportation, Storage and Logistics	☐		
Limpoopo Provincial Legislature	☐		10	Manufacturing/Production	☐		
Northwest Provincial Legislature	☐		11	Banks	☐		
Free State Provincial Legislature	☐		12	International Organizations	☐		
Mpumalanga Provincial Legislature	☐		13	Real Estate	☐		
Eastern Cape Provincial Legislature	☐		OTHERS, specify				
KwaZulu-Natal Provincial Legislature	☐						