



## POPIA IMPLEMENTATION NOTIFICATION – FOR CUSTOMERS

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Dear Valued Customer

### **DOCUMENT EXCELLENCE'S IMPLEMENTATION OF THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)**

At the **Document Excellence Group of Companies**, we are committed to compliance with applicable privacy laws. We value and respect you, as our customer and your right to data privacy and will continue to protect your personal information in line with the requirements as stipulated in the Protection of Personal Information Act, 4 of 2013; also known as PoPIA.

We are in full support of the Information Regulator's (InfoRegSA) intention with this Act, as PoPIA comes into effect on 01 July 2021.

Across the globe, increased data breaches and incidents have left data subjects, responsible parties and operators vulnerable. As a trusted custodian of your personal information, Document Excellence fulfils both responsibilities as responsible part and operator, and we have put various policies, processes and governance in place to embed data privacy and security by design into our business operations to comply with PoPIA.

Data security and privacy continues to be one of our core business focusses and we have implemented solutions within our Group of Companies to enable us to prepare for PoPIA compliance.

The purpose of this communication is to update you on our data privacy and security practices in line with PoPIA requirements and the conditions of lawful processing of personal information:

- We reviewed our systems and records where personal information is recorded and processed and ensuring our security safeguards meets PoPIA requirements.
- We have appointed information Officers within our operations to ensure accountability of responsible collecting, processing and storing of your personal information. All data privacy related matters will be handled by Document Excellence's Head Office to ensure consistent and reliable integration of PoPIA requirements into our operations and culture.
  - Craig Kedian – Services Information Officer
  - Jana Haupt – Human Resources Information Officer
  - Marion Westraat – Operations Information Officer
  - Belinda Goldie – Sales Information Officer
- We updated our privacy notices on all relevant channels, and we also updated relevant contract clauses, policies, processes and systems to ensure alignment with data privacy requirements.
- We provided privacy and security awareness training to all our employees across our organisation to enhance our data privacy culture.



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Your personal data will only be used in line with PoPIA legislation for the intended purpose of business operations only. This means that your personal details will only be used to provide you with the products and services you require from us.

We thank you for all your continued support and will continue to enhance Document Excellence's data privacy practices for your and our benefit. Please refer to our website or contact one of our Information Officers for any further information.

Kind regards

Document Excellence Management.

Please indicate your preferences below and return the signed document to us by no later than Friday, 10 July 2021.

I, \_\_\_\_\_ (Name and Surname) with ID number \_\_\_\_\_  
as signatory of \_\_\_\_\_ (Company), herewith:

**Give consent** for my personal information to be processed.

YES     No

I understand and acknowledge that **I will be informed when my personal information will be processed.**

YES     No

I understand and acknowledge that **I will be informed in the unfortunate event of a data breach** where my data may have been put at risk.

Yes     No

I acknowledge and understand that **I can object against the use of any of my personal data** at any time by informing one of the information officers in writing via email.

Yes     No

I acknowledge and understand that I can request a correction, destruction or deletion of my personal data at any time by informing one of the information officers in writing via email.

Yes     No

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date