



## PROTECTION OF PERSONAL INFORMATION POLICY

<b>Policy Reference Number</b>	<b>POPI_1.0_052021</b>
<b>Version Number</b>	<b>1.0</b>
<b>Effective Date</b>	<b>30 May 2021</b>
<b>Review Date</b>	<b>June 2022</b>
<b>Policy Owner</b>	<b>Rudolf Martinus Nel</b>
<b>Date Approved</b>	<b>30 May 2021</b>

### Summary of version control:

<b>Version Number</b>	<b>Effective Date</b>	<b>Summary of Changes</b>
<b>1.0</b>	<b>30 May 2021</b>	<b>New</b>

## POPI COMPLAINT PROCEDURE

1. Data subjects have the right to complain in instances where any of their rights under the POPI Act have been infringed upon. Emmanuel Verpleegskool (PTY) LTD takes all complaints very seriously and will address all POPI Act related complaints in accordance with the following procedure:
  - 1.1 POPI Act complaints must be submitted to Emmanuel Verpleegskool (PTY) LTD in writing. Where so required, the Information Officer will provide the data subject with a "POPI Complaint Form".
  - 1.2 Where the complaint has been received by any person other than the Information Officer, that person will ensure that the full details of the complaint reach the Information Officer within 1 working day.
  - 1.3 The Information Officer will provide the complainant with a written acknowledgement of receipt of the complaint within 2 working days.
  - 1.4 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 endeavour to resolve the complaint in a fair manner and in accordance with the principles outlined in the POPI Act.
  - 1.5 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 Emmanuel Verpleegskool (PTY) LTD data subjects.
  - 1.6 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 consult with Emmanuel Verpleegskool (PTY) LTD governing body, where after the affected data subjects and the Information Regulator will be informed of this breach.
  - 1.7 The Information Officer will revert to the complainant with a proposed solution with the option of escalating the complaint to Emmanuel Verpleegskool (PTY) LTD governing body within 7 working days of receipt of the complaint. In all instances, Emmanuel Verpleegskool (PTY) LTD will provide reasons for any decisions taken and communicate any anticipated deviation from the specified timelines.
  - 1.8 The Information Officer's response to the data subject may comprise any of the following:
    - 1.8.1 A suggested remedy for the complaint;
    - 1.8.2 A dismissal of the complaint and the reasons as to why it was dismissed;
    - 1.8.3 An apology (if applicable) and any disciplinary action that has been taken against any employees involved.

- 1.9 Where the data subject is not satisfied with the Information Officer's suggested remedies, the data subject has the right to complain to the Information Regulator.
  
- 1.10 The Information Officer will review the complaints process to assess the effectiveness of the procedure on a periodic basis and to improve the procedure where it is found wanting. The reason for any complaints will also be reviewed to ensure the avoidance of occurrences giving rise to POPI Act related complaints



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<b>C. Desired Outcome:</b>
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<b>D. Signature</b>
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Signature:	
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Date:	
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