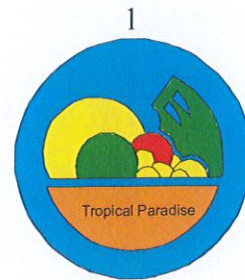




**GREATER TZANEEN MUNICIPALITY
GROTER TZANEEN MUNISIPALITEIT
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GREATER TZANEEN MUNICIPALITY

POLICY ON

PROTECTION OF PERSONAL INFORMATION

A green, healthy, prosperous, and united municipality that provides quality services for all.

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(i) ABBREVIATIONS AND ACRONYMS

Abbreviation / acronym	Description
GTM	Greater Tzaneen Municipality
HRM	Human Resource Management
ICT	Information and Communication
IT	Information Technology
PAIA	Promotion of Access to Information Act (No. 2 of 2000)
PMU	Project Management Unit
POPI	Protection of Personal Information
POPIA	Protection of Personal Information Act (No. 4 of 2013)

(ii) DEFINITION OF CONCEPTS

i. Consent

It refers to any voluntary, specific, and informed expression of will in terms of which permission is given for the processing of personal information.

ii. Data Subject

Data subject refers to the natural or juristic person to whom personal information relates, such as an individual client, customer or a company that supplies the organisation with products or other goods.

iii. De-Identify

It means to delete any information that identifies a data subject, or which can be used by a reasonably foreseeable method to identify, or when linked to other information, that identifies the data subject. In relation to personal information of a data subject, means to delete any information that-

- (a) Identifies the data subject;
- (b) can be used or manipulated by a reasonably foreseeable method to identify the data subject;
- (c) can be linked by a reasonably foreseeable method to other information that identifies the data subject

iv. Filing System

It refers to any structured set of personal information, whether centralized, decentralized or dispersed on a functional or geographical basis, which is accessible according to specific criteria.

v. Information Officer

The Information Officer is responsible for ensuring the organisation's compliance with Protection of Personal Information Act (POPIA, No. 4 of 2013). Where no Information Officer is appointed, the head of the organisation will be responsible for performing the Information Officer's duties. Once appointed, the Information Officer must be registered with the South African Information Regulator established under POPIA (No. 4 of 2013), prior to performing his or her duties.

1. Deputy Information Officer

The Deputy information officer is responsible for assisting the information officer in ensuring the organisation's compliance with POPIA (No. 4 of 2013). Section 17 of Promotion of Access to Information (PAIA, No. 2 of 2000) provides for the designation of a Deputy Information Officer of a public body, and section 56 of POPIA (No. 4 of 2013) extends the designation of a Deputy Information Officer for a private body.

A person designated as a Deputy Information Officer should be afforded sufficient time, adequate resources, and the financial means to devote to matters concerning POPIA (No. 4 of 2013) and PAIA (No. 2 of 2000). It is recommended that a Deputy Information Officer should report to the highest management office within a Body. This means that only an employee at a level of management and above should ideally be considered for designation as a Deputy Information Officer of a body. A Deputy Information Officer should be accessible to everyone, particularly to a data subject in respect of POPIA (No. 4 of 2013) or a requester, in terms of PAIA (No. 2 of 2000). A Deputy Information Officer should have a reasonable understanding of the business operations and processes of a body.

vi. Operator

An 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. For example, a third-party service provider that has contracted with the organisation to shred documents containing personal information. When dealing with an operator, it is considered good practice for a responsible party to include an indemnity clause.

vii. Personal Information

Personal information is any information that can be used to reveal a person's identity. Personal information relates to an identifiable, living, natural person, and where applicable, an identifiable, existing juristic person (such as a company), including, but not limited to information concerning:

- race, gender, sex, pregnancy, marital status, national or ethnic origin, colour, sexual orientation, age, physical or mental health, disability, religion, conscience, belief, culture, language and birth of a person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, email address, physical 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 is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person;
- 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.

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viii. Processing

The act of processing information includes any activity or any set of operations, whether by automatic means, concerning personal information and includes:

- 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 any restriction, degradation, erasure or destruction of information.
- d) the collecting, receipting, recording, organizing, collation, storing, updating or modification, retrieval, alteration, consultation or use;
- e) dissemination by means of transmission, distribution, or making available in any other form; or
- f) merging, linking, as well as restriction, degradation, erasure or destruction of information.

ix. Public Body

Public body means any department or state administration in the national or provincial sphere of government or any municipality in the local sphere of government, or any other functionary or institution.

x. Record

It means any recorded information, regardless of form or medium, including:

- a) writing on any material;
- b) information produced, recorded or stored by means of any tape
- c) recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;

- d) label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
- e) book, map, plan, graph or drawing;
- f) photograph, film, negative, tape or other device in which one or more visual images are embodied to be capable, with or without the aid of some other equipment, of being reproduced.

xi. Re-Identify

In relation to personal information of a data subject, means to resurrect any information that has been de-identified that identifies the data subject, or can be used or manipulated by a reasonably foreseeable method to identify the data subject.

xii. Responsible Party

The responsible party is the entity that needs the personal information for a particular reason and determines the purpose of and means for processing the personal information. In this case, the organisation is the responsible party. Responsible party also 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.

xiii. Unique Identifier

It 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.

1. PREAMBLE

Greater Tzaneen Municipality (GTM) acknowledges its responsibility to create and manage an environment that accommodates and values the welfare of its councilors, employees, and municipal residents. The Protection of Personal Information Act (No.4 of 2013) came into force from the 01st of July 2021. This Act is the comprehensive data protection legislation enacted in South Africa. This Act falls within a basket of legislation in South Africa protecting privacy and advancing access to information. It seeks to protect and regulate the processing of personal information into the broader Constitutional right to privacy.

This policy manual is developed for the Greater Tzaneen Municipality for the purposes of ensuring compliance with the provisions of the Act in protecting personal information under the control of the Greater Tzaneen Municipality's departments and sections, more especially personal information kept in Record Management, Supply Chain Management, Project Management Unit (PMU), Communications, Information and Communication Technology (ICT), Human Resource Management (HRM), and all others.

The policy is derived from the POPIA (No.4 of 2013) and the provisions of section 14 and 32 of the supreme law (Constitution of the Republic of South Africa, 1996). The mentioned sections are subject to the general limitation's clause being section 36, where rights may be limited by law of general limitations.

POPIA (No. 4 of 2013) requires businesses within the private and public sectors to regulate how information is organized, stored, and discarded. This ensures that the business can maintain the integrity and confidentiality of its clients and employee's personal information by preventing loss, damage, and unauthorized access to the personal data. The Act therefore guarantees that personal information will be used in a responsible and ethical manner by businesses from time it is collected until the time it is destroyed.

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2. PURPOSE OF THE POLICY

The purpose of this policy is to give effect to the provision of POPIA (No.4 of 2013) to safeguard personal information of employees, potential consumers, consumers and third parties of GTM. In doing so, the GTM is committed to the observance and compliance with the directives of the Constitution of the Republic of South Africa, 1996 and national legislation alike, including the POPIA (No. 4 of 2013). GTM endorses the key principles of good governance, transparency and accountability and seeks to regulate the use and protection of personal information as lawfully required.

This policy demonstrates the municipality's commitment to protecting the privacy rights of data subjects in the following manner:

- ✓ Through stating desired behaviour and directing compliance with the provisions of POPIA and best practice.
- ✓ By cultivating an organizational culture that recognizes privacy as a valuable human right.
- ✓ By developing and implementing internal controls for the purpose of managing the compliance risk associated with the protection of personal information.
- ✓ By creating business practices that will provide reasonable assurance that the rights of data subjects are protected and balanced with the legitimate business needs of the organization.

3. OBJECTIVES OF THE POLICY

- 3.1. To ensure that personal information of GTM is adequately protected to avoid unauthorized access and use.
- 3.2. Agree to protect personal information of GTM councillors, employees, and the residents.
- 3.3. The personal information will be used appropriately, transparently, securely in accordance with applicable laws.

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4. SCOPE OF APPLICATION

- i. This policy shall apply to all officials, councillors and residents of the municipality.
- ii. POPIA (No. 4 of 2013) does not apply if the information:
 - relates to a purely personal or household activity;
 - has been de-identified;
 - is processed by a public body for purposes of national security and the investigation of criminal matters;
 - is for the purposes of journalistic, literary or expression in defined circumstances (there has to be a code of ethics and adequate safeguards);
 - exemptions have been granted by the information regulator.

5. LEGISLATIVE FRAMEWORK

The directives contained in this policy are issued in accordance with the following provisions:

- (a) The Constitution of South Africa, 1996
- (b) National Archives and Records Service of South Africa Act (No.43 of 1996)
- (c) National Archives and Records Service of South Africa regulations
- (d) Protection of Personal Information Act (No. 4 of 2013)
- (e) Promotion of Access to Information Act (No.2 of 2000)
- (f) Promotion of Administrative Justice Act (No.3 of 2000)
- (g) The Limpopo Province Archives Act (No.5 of 2001)
- (h) Electronic Communications and Transaction Act (No.25 of 2002)
- (i) Local Government: Municipal Structures Act (Act No.117 of 1998)
- (j) Local Government: Municipal Systems Act (Act No. 32 of 2000)
- (k) Local Government: Municipal Finance Management Act (Act No. 56 of 2003)
- (l) Labour Relations Act (No.66 of 1995)

6. ADMINISTRATION OF THE POLICY

The Municipal Manager (appointed as Information Officer) must ensure that the Director of Corporate Services (appointed as Deputy Information Officer) has an effective structure in Records Management to fulfil the functions of administration and enforcement of this policy.

7. POLICY CONTENTS

7.1. Roles and responsibility

The Municipal Manager is responsible for the efficient management and administration of the municipality. The power to approve a policy to deal with the protection of personal information of staff members, councilors and municipal residents is vested in the Council.

The Council hereby delegates the power of implementing this policy to the municipal manager who is in turn authorized to sub-delegate to any directors or officials of the municipality.

7.2. Rights of data subjects

Where appropriate, the organisation will ensure that its clients and customers are made aware of the rights conferred upon them as data subjects. The organisation will ensure that it gives effect to the following seven rights.

7.2.1. *The Right to Access Personal Information*

The organisation recognizes that a data subject has the right to establish whether the organisation holds personal information related to him, her or it is including the right to request access to that personal information. An example of a "Personal Information Request Form" can be found under Annexure A

7.2.2. The Right to have Personal Information Corrected or Deleted

The data subject has the right to request, where necessary, that his, her or its personal information must be corrected or deleted where the municipality is no longer authorized to retain the personal information.

7.2.3. The Right to Object to the Processing of Personal Information

The data subject has the right, on reasonable grounds, to object to the processing of his, her or its personal information. In such circumstances, the municipality will give due consideration to the request and the requirements of POPIA.

The municipality may cease to use or disclose the data subject's personal information and may, subject to any statutory and contractual record keeping requirements, also approve the destruction of the personal information.

7.2.4. The Right to Object to Direct Marketing

The data subject has the right to object to the processing of his, her or its personal information for purposes of direct marketing by means of unsolicited electronic communications.

7.2.5. The Right to Complain to the Information Regulator

The data subject has the right to submit a complaint to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information. An example of a "POPI Complaint Form" can be found under Annexure B.

7.2.6. *The Right to be Informed*

The data subject has the right to be notified that his, her or its personal information is being collected by the municipality. The data subject also has the right to be notified in any situation where the municipality has reasonable grounds to believe that the personal information of the data subject has been accessed or acquired by an unauthorized person.

7.3. General guiding principles

All employees and persons acting on behalf of the GTM will at all times be subject to, and act in accordance with, the following guiding principles:

7.3.1. *Accountability*

Failing to comply with POPIA could potentially damage the municipality's reputation or expose the municipality to a civil claim for damages. The protection of personal information is therefore everybody's responsibility. The municipality will ensure that the provisions of POPIA and the guiding principles outlined in this policy are complied with through the encouragement of desired behaviour.

However, the municipality will take appropriate sanctions, which may include disciplinary action, against those individuals who through their intentional or negligent actions and/or omissions fail to comply with the principles and responsibilities outlined in this policy.

7.3.2. *Processing Limitation*

The GTM will ensure that personal information under its control is processed:

- in a fair, lawful, and non-excessive manner, and
- only with the informed consent of the data subject, and
- only for a specifically defined purpose.

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The GTM will inform the data subject of the reasons for collecting his, her or its personal information and obtain written consent prior to processing personal information. Alternatively, where services or transactions are concluded over the telephone or electronic video feed, the GTM will maintain a voice recording of the stated purpose for collecting the personal information followed by the data subject's subsequent consent. The GTM will under no circumstances distribute or share personal information between separate legal entities, associated GTM (such as subsidiary companies) or with any individuals that are not directly involved with facilitating the purpose for which the information was originally collected. Where applicable, the data subject must be informed of the possibility that their personal information will be shared with other aspects of the GTM business and be provided with the reasons for doing so.

7.3.3. Purpose Specification

All the municipal business units and operations must be informed by the principle of transparency. The municipality will process personal information only for specific, explicitly defined and legitimate reasons. The municipality will inform data subjects of these reasons prior to collecting or recording the data subject's personal information.

7.3.4. Further Processing Limitation

Personal information will not be processed for a secondary purpose unless that processing is compatible with the original purpose. Therefore, where the municipality seeks to process personal information, it holds for a purpose other than the original purpose for which it was originally collected, and where this secondary purpose is not compatible with the original purpose, the municipality will first obtain additional consent from the data subject.

7.3.5. Information Quality

The municipality will take reasonable steps to ensure that all personal information collected is complete, accurate and not misleading. The more important it is that the personal information be accurate (for example, the beneficiary details of a life insurance policy are of the utmost importance), the greater the effort the municipality will put into ensuring its accuracy. Where personal information is collected or received from third parties, the municipality will take reasonable steps to confirm that the information is correct by verifying the accuracy of the information directly with the data subject or by way of independent sources.

7.3.6. Open Communication

The municipality will take reasonable steps to ensure that data subjects are notified (are always aware) that their personal information is being collected including the purpose for which it is being collected and processed.

The municipality can be contacted on the following email address and telephone numbers:

records@tzaneen.gov.za

- Records Management – (015) 307-8023
- Supply Chain Management – (015) 307-8157
- Project Management Unit (PMU) – (015) 307-8220
- Communications & Marketing – (015) 307-8489
- Information and Communication Technology (ICT) – (015) 307- 8272
- Human Resource Management (HRM) - (015) 307-8282

The data subjects may:

- enquire whether the organization holds related personal information, or
- request access to related personal information, or
- request the organisation to update or correct related personal information, or
- make a complaint concerning the processing of personal information.

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7.3.7. Security Safeguards

The municipality will manage the security of its filing system to ensure that personal information is adequately protected. To this end, security controls will be implemented to minimize the risk of loss, unauthorized access, disclosure, interference, modification, or destruction. Security measures also need to be applied in a context-sensitive manner.

For example, the more sensitive the personal information, such as medical information or credit card details, the greater the security required. The municipality will continuously review its security controls which will include regular testing of protocols and measures put in place to combat cyber-attacks on the municipality's Information Technology (IT) network.

The municipality will ensure that all paper and electronic records comprising personal information are securely stored and made accessible only to authorized individuals. All new employees will be required to sign employment contracts containing contractual terms for the use and storage of employee information. Confidentiality clauses will also be included to reduce the risk of unauthorized disclosures of personal information for which the municipality is responsible.

All existing employees will, after the required consultation process has been followed, be required to sign an addendum to their employment containing the relevant consent and confidentiality clauses. The municipality's operators and third-party service providers will be required to enter into service level agreements with the municipality where both parties pledge their mutual commitment to POPIA and the lawful processing of any personal information pursuant to the agreement.

7.3.8. Data Subject Participation

A data subject may request the correction or deletion of his, her or its personal information held by the municipality. The municipality will ensure that it provides a facility for data subjects who want to request the correction or deletion of their personal information. Where applicable, the municipality will include a link to unsubscribe from any of its electronic newsletters or related marketing activities.

7.4. Information Officers

- ✓ The GTM will appoint the Municipal Manager as an Information Officer and where necessary, the Director for Corporate Services as a Deputy Information Officer to assist the Information Officer.
- ✓ The municipality's Information Officer is responsible for ensuring compliance with POPIA. There are no legal requirements under POPIA for a municipality to appoint an Information Officer. Appointing an Information Officer is however, considered to be a good business practice, particularly within larger institutions.
- ✓ Where no Information Officer is appointed, the head of the organisation will assume the role of the Information Officer. Consideration will be given on an annual basis to the re-appointment or replacement of the Information Officer and the re-appointment or replacement of any Deputy Information Officer.
- ✓ Once appointed, the organisation will register the Information Officer with the South African Information Regulator established under POPIA prior to performing his or her duties.

7.5. Transborder information flows

1. Chapter 9 inter alia section 72 of the Protection of Personal Information Act (No. 4 of 2013), provides that a responsible party in the Republic may not transfer personal information about a data to a third party who is in a foreign country unless-
 - i. The third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that-
 - Effectively upholds principles for reasonable processing of the information that are substantially like the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, juristic person; and
 - Includes provisions, that are substantially similar to this section, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
 - ii. The data subject consents to the transfer;
 - iii. The transfer is necessary for the performance of a contract between the data subject and the responsible party, or for the implementation of pre-contractual measures taken in response to the data subject's request;
 - iv. The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party; or
 - v. The transfer is for the benefit of the data subject, and-
 - vi. It is not reasonably practicable to obtain the consent of the data subject to the transfer; and
 - vii. If it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

7.6. Use of personal information

7.6.1. *Applicants, Customers, Service Providers, Visitors, Council and Committee members, and Employees' personal information will only be used for purposes for which it was collected and intended. This includes:*

- ✓ Registration;
- ✓ Staff development
- ✓ Continuing Professional Development points;
- ✓ For audit and record keeping purposes;
- ✓ Investigations;
- ✓ Disciplinary processes;
- ✓ Nomination of Council members;
- ✓ Providing information on registered persons to SAQA (NRLD);
- ✓ Communicating with registered persons;
- ✓ Employee contracts;
- ✓ Communication with employees;
- ✓ Employee personal information is used to establish, manage, and terminate employment; and
- ✓ Analysis and review of service provider contracts, in terms of which personal information is processed for and on behalf of GTM.

7.6.2. *According to section 10 of POPIA, personal information may only be processed if certain conditions are met, for instance:*

- ✓ Consent is obtained to process personal information- in GTM's case consent obtained during registration, employment and entering into a service level agreement with service providers.
- ✓ Processing complies with an obligation imposed by law.

7.7. Disclosure of personal information

- a) GTM may disclose personal information where it has a duty or a right to disclose in terms of applicable laws.
- b) GTM may disclose personal information where it deems necessary to protect the respect, dignity, and the professionalism of the Municipality.
- c) GTM may disclose the Name and Surname of a registered person, his/her category of registration, registration number and the status of registration.

7.8. Access and correction of personal information

- a) Registered persons in GTM systems have a right to request for access to personal information in GTM possession.
- b) Registered persons' personal information should be continuously updated by information owners. This can be done electronically, telephonically by calling GTM departments or by calling GTM Call Centre;

7.9. The difference between the Protection of Personal Information Act (POPIA) and Promotion of Access to Information (PAIA)

POPIA AND PAIA PROVISIONS DASHBOARD	
1. Difference between POPIA&PAIA	
POPIA: Control the way in which personal information (of a natural juristic person) is handled and to regulate how that personal information should be processed to ensure it is done in a responsible way. Processing includes methods of collection, usage, storage, dissemination, alteration, and destruction of personal information.	PAIA: to give effect to the constitutional right of access to information held by the state and any information that is held by another person or entity to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all their rights more fully.

2. Who must comply?	
POPIA: The responsible party (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 should identify an information officer within their company who should encourage compliance with these laws, deal with requests made to the company and report any information breach to the information regulator.	PAIA: The information officer of a business will be the Chief Executive Officer (CEO), the owner or equal officer, or any person duly authorized by the business. It should be someone who understand and is involved in the way in which the company processes information.
3. PAIA Manual provisions-31 December 2021	
Section 7 of POPIA requires a responsible party to maintain a record of all processing operations (or activities or functions) under its responsibility in a Promotion of Access to Information Act (PAIA) manual. POPIA therefore requires additional information in existing PAIA manuals.	
4. Changes to PAIA due to POPIA	
<p>Section 55/56 of changed Information Officer duties of PAIA. These duties include:</p> <ul style="list-style-type: none"> a) To encourage the business to comply with the conditions for the lawful processing of personal information. b) Dealing with requests made to the business pursuant to POPIA c) Working with the regulator in relation to investigations conducted pursuant to chapter 6 of POPIA in relation to the business; and d) Ensuring compliance by the business with the provisions of POPIA <p>In terms of POPIA, it is compulsory to register the Information Officer with the Information Regulator.</p>	
Registrations of the Information Officer- Two Step Process	
<ol style="list-style-type: none"> 1. Requiring that the Information Officer be appointed with the municipality. The appointment of the information officer is done through the approval of the municipal council. 2. The appointment of the Information officer is guided by POPIA (No. 4 of 2013) and PAIA (No. 2 of 2000) in guarding and championing the information of the municipality. Therefore, registration is therefore a prerequisite for the Information Officer to perform their duties. 	

8. DEFAULT

Non-compliance with the policy shall constitute the violation of the policy and shall be dealt with in accordance with the relevant applicable municipal disciplinary code and procedure.

9. APPROVAL OF THE POLICY

This policy shall be adopted by the POPIA committee and approved by Municipal Council.

10. INCEPTION DATE

This policy shall be effective upon approval by the Municipal Council.

11. MONITORING AND REVIEW

The Department of Corporate Services will continuously monitor the implementation of this policy. The policy shall be reviewed ever after three years or when changes in relevant legislation dictates otherwise.

12. ENQUIRIES

All enquiries shall be directed to the Deputy Information Officer (Director: Corporate Services).

The forms under Item 13 can be downloaded from the following website address: www.greatertzaneen.gov.za

Completed forms can be emailed to the following email address: records@tzaneen.gov.za

13. AUTHORITY

POLICY TITLE	POPIA POLICY	
COMPILED BY:	COUNCIL SUPPORT AND RECORDS MANAGEMENT	
	MANAGER:	DATE:
	<u>M. B. D. D.</u>	<u>24/11/2024</u>
CONSULTED WITH	POPIA COMMITTEE	
	CHAIRPERSON/SECRETARY:	DATE:
	<u>M. D. R. M. A. J. A.</u>	<u>24/11/2024</u>
QUALIFIED BY:	DIRECTOR: DATE:	
	(CORPORATE SERVICES)	
	<u>M. B. D. D.</u>	<u>24/11/2024</u>
RECOMMENDED BY:	MUNICIPAL MANAGER:	DATE:
	<u>[Signature]</u>	<u>24/11/2024</u>
APPROVED BY:	COUNCIL:	DATE:
	<u>[Signature]</u>	<u>17/12/2024</u>

ANNEXURE A: PERSONAL INFORMATION REQUEST FORM

Please submit the completed form to the Information Officer:	
Name	
Contact Number	
E-mail Address	

- The Greater Tzaneen Municipality requires you to provide the proof of identification prior to processing your request.
- There may also be a reasonable charge for providing copies of the information requested.

A. Particulars of Data Subject	
Name & Surname	
Identity No	
Postal Address	
Contact Number	
Email Address	
B. Request	
I request the organization to:	
a) Inform me whether it holds any of my personal information	
b) Provide me with a record or description of my personal information	
c) Correct or update my personal information	
d) Destroy or delete a record of my personal information	
C. Instructions	
D. Signature	
Signature:	DATE:

ANNEXURE B: POPI COMPLIANT FORM

We are committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Protection of Personal Information Act.

Please submit the completed form to the Information Officer:	
Name	
Contact Number	
E-mail Address	

Where we are unable to resolve your complaint to your satisfaction, you have the right to complain to the Information Regulator.

A. Particulars of Data Subject	
Name & Surname	
Identity No	
Postal Address	
Contact Number	
Email Address	
B. Details of Complaint	
C. Desired outcome	
D. Signature	
Signature:	DATE: