



# DVS BEE SERVICES

## SCOPE

This procedure covers Protection of Personal Information Act 4 of 2013 (POPI Act)

## PURPOSE

The purpose of this procedure is to ensure that DVS BEE SERVICES personnel adheres to the policy on Confidentiality & Protection of Personal Information (**MAN007**) and the **POPI Act** which is legally enforceable.

## RESPONSIBILITY AND AUTHORITY

The responsibility lies with the Technical Signatory to ensure that all staff adhere to the procedures set out in this document. Given the importance of confidentiality and privacy, DVS BEE Services is committed to only process a data subject's personal information in line with the POPI Act and this procedure.

## REFERENCES

R47 Clause 16

MAN007

Protection of Personal Information Act 4 of 2013

## PROCEDURES

1. For the purposes of this procedure, all terms used shall be as defined by the POPI Act.
2. As part of the nature of verification activities, DVS BEE Services is involved in the collection, use, storage, and disclosure of certain personal information of employees, users of its social and electronic media and communication, measured entities and their employees. As such we will take all reasonable measures to protect the personal information as submitted by DVS BEE Services' data subjects.

3. This procedure is applicable to:

- 3.1 All data subjects of DVS BEE Services website, email and other social media platforms and applies to information we collect on the web, via email, on all social media platforms and other forms of electronic communication.
- 3.2 Employees of DVS BEE Services
- 3.3 Potential clients and measured entities of DVS BEE Services.

#### **4. Lawful processing of personal information**

Employees and persons acting on behalf of DVS BEE Services shall always act according to the following principles:

##### **4.1 Accountability**

- a. The protection of personal information and confidentiality is everybody's responsibility.
- b. The Technical Signatories will be responsible to ensure compliance with the POPI Act, this procedure as well as the procedures on confidentiality (MAN007 P01) and Control of Records (MAN011 P01)

##### **4.2 Processing limitation**

- a. DVS BEE Services shall ensure that all personal information collected is for a specifically defined purpose and processed in a fair and lawful manner.
- b. The following data is collected from data subjects:
  - Non personal usage data collected through automatic data collection technologies such as cookies and web beacons when the website is accessed such as clicks, browsing patterns, location data etc.
  - Personal data such as name and company information when contact forms and application forms are submitted by data subjects.
  - Personal information is collected from measured entities (including information on their employees) for verification purposes. It is the responsibility of Measured entities to ensure that they have obtained the necessary consent from their employees to use their personal data where required for B-BBEE verification purposes.
  - DVS BEE Services does not knowingly collect data from children under 13 years of age unless this is necessary as part of the BEE verification process and then only with parental consent.
  - By using the website and other social media platforms, data subjects agree to and provide consent for the use of non-personal usage data and personal data submitted via said platforms.

#### **4.3 Purpose Specification**

- a. DVS BEE Services will process personal information only for a specifically defined reasons and data subjects will be made aware of these reasons prior to the collection of the data.
- b. Use of personal data collected:
  - Non personal usage data is used to determine the website efficiency, improve browsing experience, improve customer service etc.
  - Personal data submitted via application forms is used to communicate with users and advice on our services.
  - Personal information collected as part of the BEE verification process is used solely for auditing purposes to determine a measured entities compliance with the BEE scorecard and to provide a BEE score.
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#### **4.4 Further processing limitation**

- a. Personal information collected shall not be processed for any purpose other than the original reason it was collected for.
- b. At no time will personal information be used for direct marketing and advertising campaigns unless prior consent has been obtained from the data subject. All direct market campaigns will also have a opt-out functionality as required by law.

#### **4.5 Information quality**

- a. DVS BEE Services shall take reasonable steps to ensure that personal information collected is complete, up to date, accurate and not misleading.
- b. Where personal information is collected via third party for verification purposes, DVS BEE Services shall take reasonable steps to ensure that the information is correct. For verification purposes, measured entities need to ensure the correctness of information submitted to DVS BEE Services.

#### **4.6 Openness**

- a. DVS BEE Services shall take reasonable steps to ensure that data subjects are aware that their personal information is collected and the purpose for which it is collected.
- b. DVS BEE Services shall have a privacy notice on its website informing users of the collection of information and its use.
- c. Measured entities need to ensure that their employees are aware that DVS BEE Services is collecting personal information for verification purpose. This is governed by the Service Level Agreement (CORE001 F03).

#### **4.7 Security safeguards**

- a. DVS BEE Services shall manage the record keeping of personal information collected to ensure its integrity, confidentiality, and security. The Control of Record procedure (MAN011 P01) will apply to storage of personal information in either electronic or physical format.
- b. New personnel will be required to sign employment contracts (SUP001 F02) containing terms for confidentiality, consent, and privacy of information whilst existing personnel will sign an addendum to their contracts.
- c. Employees are required to annually sign the Non-disclosure and Confidentiality Agreement (SUP001 F14)
- d. Appointed Verification teams sign the Declaration of Impartiality and Confidentiality on the Application Form (CORE001 F01).
- e. The Service Level Agreement (CORE001 F03) will govern the relationship between DVS BEE Services and measured entities with regards to the lawful processing of personal information.
- f. All data collected will be stored within the borders of South Africa
- g. Data and information collected will be processed by DVS BEE personnel and its authorized representatives where applicable.

#### **4.8 Data subject participation**

Data subjects may request the correction or deletion of their personal information held by DVS BEE Services.

### **5. Rights of data subjects**

5.1 A data subject has the right to have his/her personal information processed in accordance with the principles outlined in point 4 above.

5.2 The right to be notified that personal information is being collected.

5.3 The right to have access to his/her personal information

- a. Data subject may request what information DVS BEE Services holds about them and why and request access to this information
- b. Request for access to information (MAN007 F02) can be emailed to the Information Officer who will process the request within 30 days.

5.4 The right to the correction or deletion of his/her personal information

5.5 The right to object on reasonable grounds to the processing of his/her personal information

- 5.6 The right to object to the processing of personal information for direct marketing purposes by means of unsolicited electronic communications
- 5.7 The right to submit a complaint to DVS BEE Services or the Regulator regarding an alleged interference with the protection of personal information. Refer to the DVS BEE Services Appeals and Complaints Procedure (MAN012 P01).

## **6. Information Officer**

The Technical Signatories are appointed as Information officers to ensure compliance with POPIA.

## **7. Disclosure of information**

- a. DVS BEE Services may disclose information that does not identify any individual without restriction.
- b. By signing the Service Level Agreement, measured entities agree that confidential and personal information pertaining specifically to the BEE verification and the awarding of points will be disclosed to the DTic and SANAS authorized representatives.

## **RECORDS**

MAN007 Confidentiality Policy

MAN007 F01 File Register

MAN007 F02 Request for access to information

MAN007 F03 Public Statement on Data Privacy

CORE001 F01 Application Form

CORE001 F03 Service Level Agreement

SUP001 F14 Non-disclosure and Confidentiality Agreement