

Tericorp Training: POPIA Manual

1. Introduction

Tericorp Training ("the Company") is committed to protecting the personal information of its clients, employees, and stakeholders in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). This manual outlines the Company's policies and procedures for ensuring compliance with POPIA.

2. Definitions

- **Personal Information:** Any information relating to an identifiable, living, natural person, or an identifiable, existing juristic person.
- **Data Subject:** The person to whom personal information relates.
- **Processing:** Any operation or activity concerning personal information, including collection, use, storage, disclosure, and destruction.
- **Information Officer:** The person designated by the Company to be responsible for POPIA compliance.

3. Roles and Responsibilities

- **Information Officer:**
 - Develop and implement POPIA compliance policies and procedures.
 - Ensure that all employees are trained on POPIA.
 - Monitor compliance with POPIA and take corrective action where necessary.
 - Act as the primary contact point for data subjects regarding their personal information.
- **All Employees:**
 - Comply with all POPIA policies and procedures.
 - Report any suspected POPIA violations to the Information Officer.
 - Protect the confidentiality of personal information.

4. Collection of Personal Information

- The Company will only collect personal information that is necessary for its legitimate business purposes.
- Personal information will be collected directly from the data subject wherever possible.
- The Company will inform data subjects of the purpose for which their personal information is being collected.
- Data subjects will be given the option to opt out of receiving marketing communications.

5. Processing of Personal Information

- Personal information will only be processed for the purpose for which it was collected.
- Personal information will be processed lawfully, fairly, and transparently.
- Personal information will be kept accurate, up-to-date, and complete.
- Personal information will be kept for no longer than is necessary for the purpose for which it was collected.

6. Security of Personal Information

- The Company will take reasonable technical and organizational measures to secure personal information against unauthorized access, loss, damage, or destruction.
- Personal information will only be accessed by authorized personnel who have a legitimate need to know.
- Personal information will be stored in a secure environment.
- The Company will have a data breach response plan in place.

7. Disclosure of Personal Information

- Personal information will only be disclosed to third parties with the data subject's consent

or where required by law.

- Third parties will be contractually bound to protect the confidentiality of personal information.

8. Data Subject Rights

- Data subjects have the right to access their personal information held by the Company.
- Data subjects have the right to request that their personal information be corrected or deleted as long as deletion doesn't conflict with the retention period of 5 years as specified by the health and welfare SETA.
- Data subjects have the right to object to the processing of their personal information.
- Data subjects have the right to lodge a complaint with the Information Regulator if they believe that their personal information has been mishandled.

9. Training and Awareness

- All employees will receive regular training on POPIA.
- The Company will create awareness of POPIA among its stakeholders.

10. Review and Update

- This manual will be reviewed and updated on a regular basis to ensure that it remains relevant and effective.

11. Contact Details

- For any questions or concerns regarding POPIA or this manual, please contact the Information Officer:
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