



west african group
A DIVISION OF WEST AFRICAN INTERNATIONAL (PTY) LTD

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POPIA (Protection of Personal Information Act, No. 4 of 2013) Policy of West African International (Proprietary) Limited, a Division of the West African Group

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1. BACKGROUND

This is the Data Protection and Information Sharing Policy of West African Group, a division of West African International (Proprietary) Limited ("WAG"). This policy is to explain how WAG and its subsidiaries and affiliates, intend to meet their legal obligations concerning confidentiality and information security standards. The parameters of the policy are defined by the **Protection of Personal Information Act, No 4 of 2013.**

WAG has the following subsidiaries and associate entities who are bound by this policy.

- 1.1 West African Group (Pty) Ltd (Registration No: 2016/357762/07);
- 1.2 WAG Chemicals (Pty) Ltd (Registration No: 1986/003393/07);

2. CONTACT DETAILS

2.1 Information Officer

Name	Grant Rosettenstein
Physical Address:	Lion Match Office Park, 892 Umgeni Road, Durban
Telephone Number	+27(31) 202 3900
Email	grant@westafricangroup.co.za
Information regulator Reference number	0017782/2023-2024-IRRT/PR for West African International (Pty) Ltd 0017790/2023-2024-IRRT/PR for WAG Chemicals (Pty) Ltd

2.1 Deputy Information Officers

Name	Margaret Carol Wilson
Physical Address:	Lion Match Office Park, 892 Umgeni Road, Durban
Telephone Number	+27(31) 202 3900
Email	margaret@westafricangroup.co.za
Information regulator Reference number	0017782/2023-2024-IRRT/PR for West African International (Pty) Ltd 0017790/2023-2024-IRRT/PR for WAG Chemicals (Pty) Ltd

Name	Theresa Mary Joan Foley
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3. DEFINITIONS

- 3.1 **“Consent”** means the voluntary, specific and informed expression of will be provided in terms of the POPIA;
- 3.2 **“Data Subject”** means the natural or juristic person to whom the Personal Information relates;
- 3.3 **“POPIA”** means the Protection of Personal Information Act, No. 4 of 2013;
- 3.4 **“Personal Information”** means as defined in POPI which includes, but is not limited to:
- 3.4.1 Race, gender, sex, pregnancy, marital status, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience belief, culture, language, birth;
 - 3.4.2 Historical information such as education, medical, financial, criminal, employment;
 - 3.4.3 Any identifiers such as a number (for example: ID or passport), symbols, e-mail address, physical address, telephone numbers, location, online ID or other assignment unique to a person (for example an employee code, tax number; registration number with any governing authority);
 - 3.4.4 Biometric information digitally stored being a physical characterization which may be used, for example in access control to any WAG Facility, fingerprints, retinal scanning, voice recognition or any other information contained in a human resource record, medical report or examination which the Company may from time to time have sight of as a consequence of the Employer/Employee relationship;
 - 3.4.5 Personal opinion views or preferences;
 - 3.4.6 Correspondence implicitly or explicitly of a private and confidential nature;
 - 3.4.7 Views or opinions of another individual;
 - 3.4.8 The name of the person with other information or the name alone
- 3.5 **“Processing”** means an operation or activity, concerning Personal Information, including Personal Information, whether or not by automatic means through the: -
- 3.5.1 Collection, receipt, recording, organizing, collation, storage, updating, modification, retrieval and/or alteration;
 - 3.5.2 Circulation by means of transmission distribution or making available to others and;

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3.5.3 Deletion, erasure and destruction.

- 3.6 **“Responsible Party”** means the entity which, alone or in conjunction with others, determines the need for the personal information, the reason why it is collected and purpose for which it will be used and processed. In this case the Responsible Party is WAG.
- 3.7 **“Operator”** means a person who processes personal information for The Responsible Party, in terms of a contract or mandate, but does not come under the direct authority or control of the responsible party such a credit bureau, credit insurer, financial institution, human resource service provider, consultant or risk manager.
- 3.8 **“Record”** means any recordal of personal information whether or not by automated means. A record includes, but is not limited to manuscript notes, digitally transmitted communications, images, tape recording, video, application forms and documents.
- 3.9 **“De-identify/ied”** means to delete any information which identifies a Data Subject or any information if interpreted and examined could lead to the identification of a Data Subject.

4. SCOPE OF THIS POLICY

This Policy applies to WAG’s Executive Employees, Employees or other persons acting on behalf of WAG or on the instruction of WAG. This Policy does not apply where personal information has been de-identified.

5. POLICY STATEMENT

WAG collects and uses Personal Information of individuals and corporate entities with whom it transacts, to operate and carry out its business effectively. WAG understands that the lawful and appropriate processing of all Personal Information is crucial to successful service delivery and essential to maintaining confidence between WAG and those individuals and entities who deals with it, internally and externally. This Policy has been developed as the basis for WAG’s POPIA compliance policies, in as far as it is applicable and required.

6. PROCESSING OF PERSONAL INFORMATION

6.1. Purpose of Processing

WAG uses the Personal Information under provided to it in the following ways:

- 6.1.1 Conducting credit reference checks and assessments;
- 6.1.2 Preparation and administration of agreements, contracts and legally binding documents;
- 6.1.3 Providing products and services to customers;
- 6.1.4 Engaging and contracting with Suppliers and Service Providers;
- 6.1.5 Discounting, consignment and/or supply funding purposes with Operators and Financial institutions;
- 6.1.6 Detecting and preventing fraud, crime, money laundering and other such unlawful practices;
- 6.1.7 Conducting market research in the course of engaging with its Suppliers, Customers and Service providers.

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- 6.1.8 Conduct marketing, sales and due diligence exercises with potential business partners;
- 6.1.9 In connection with legal proceedings and in complying with legal and regulatory requirements;
- 6.1.10 Staff administration including the interview and appointment of new staff members, performance evaluation, operating its payroll, processing of leave applications, disciplinary action which could result in the termination of services of a current employee, processing of information in compliance with the WAGs obligations to the South African Revenue Services, Unemployment Fund and other such statutory bodies, the administration of benefits schemes such as the WAG Provident Fund and Bonus Schemes and general maintenance of Human Resource records;
- 6.1.11 Keeping of accounts and records and the preparation of Audited Financial Statements.

6.2. Categories of Data Subjects and their Personal Information

Customers (natural and juristic)	Service Providers and Suppliers	Employees, Directors and Shareholders
- Names; contact details; physical and postal addresses; date of birth; ID number; tax related information; nationality; gender; confidential correspondence - Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax and banking related information; authorised signatories; beneficiaries; ultimate beneficial owners; shareholding information; BBBEE information	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration number; founding documents; tax and banking related information; authorised signatories; beneficiaries; ultimate beneficial owners; shareholding information; BBBEE information.	- Gender; pregnancy; marital status; colour, race; age; language; education information; financial information; employment history; ID number; biometric records - physical and postal address; contact details; opinions; criminal record; staff well-being records; - tax and banking related information - Confidential correspondence between employee and The Group as employer - reference checks and background information verification

7. RIGHTS OF DATA SUBJECT

WAG shall ensure that all applicable Data Subjects are made aware of the rights conferred upon them by POPIA.

The general rights of Data Subjects are summarized as follows: -

- 7.1 **The right to access personal information:**
WAG recognizes that the Data Subject has the right to establish what personal information related to him or her is held by WAG and also has the right to access that personal information.
- 7.2 **The right to have personal information corrected or deleted:**
The Data Subject has the right to request that his or her personal information be corrected or deleted (deidentification of personal information occurs where WAG is no longer authorized to retain such personal information).

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7.3 The right to object to the processing of personal information:

The Data Subject has the right upon reasonable grounds to object to the processing of his or her personal information, or to retract prior consent given to process his/her personal information.
WAG.

7.4 The right to complain to the Information Regulator: -

Should WAG fail to address the Data Subject's complaint satisfactorily or at all, then a Data Subject (including any interested persons or persons acting in public interest) have the right to submit a complaint to the Information Regulator regarding any alleged infringements of the rights protected under POPIA, WAG. Complaints are to be made in writing on the POPIA Complaint form which can be found in the Annexures to this Policy. The Details of the Information Regulator can be found at <https://www.justice.gov.za/infoereg/>

8. POPIA INFORMATION PROCESSING CONDITIONS

Under POPIA this Policy abides by eight information processing conditions:

These are: -

8.1. Accountability

WAG shall ensure that all processing conditions are complied with when determining:

- 8.1.1 the purpose and means of processing Personal Information; and
- 8.1.2 during the processing itself.

8.2. Processing Limitation

- 8.2.1 Personal Information must be collected and processed lawfully in a reasonable manner without infringing on the privacy of a Data Subject. The Personal Information shall be limited to that which is adequate, relevant, and not excessive. Requests should be confined only to those elements of personal information which are essential to WAG achieving its objectives;
- 8.2.2 Personal Information processing requires written Data Subject consent, unless it is:
 - (i) necessary to do so for the conclusion or performance of a contract;
 - (ii) an obligation in terms of law;
 - (iii) to protect the legitimate interest of the Data Subject; and
 - (iv) or to pursue a legitimate interest of the Responsible Party.
- 8.2.3 Personal Information must be collected directly from the Data Subject unless it is: -
 - (i) contained in a public record;
 - (ii) has been deliberately made public by the Data Subject;
 - (iii) is collected from another source with the Data Subject's consent;
 - (iv) would not prejudice the Data Subject;
 - (v) is necessary to maintain, comply with or exercise any law or legal right; and
 - (vi) collection from the Data Subject is not reasonably practicable.

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- 8.2.4 The rights of the Data Subject (Paragraph 7) are protected and respected. Communication from a Data Subject A Data Subject may exercise their rights at any time, unless legislation provides for such processing. Any request received from a Data Subject received in any legislated medium relating to the refusal or withdrawal of consent or any objection to Personal Information processing, requires WAG to action the request accordingly.
- 8.2.5 WAG shall not distribute any personal information between its associated legal entities, subsidiaries and associated businesses. Personal information is collected from the Data Subject only for the purposes for which it was intended, and it may not be viewed or processed by any person other than the person to which it was supplied for an identified purpose. The Data Subject may consent to the use of Personal Information via the completion of Annexure "C" to this policy being the Consent Form – Personal Information Usage and Data Sharing.

8.3. Purpose Specification

WAG shall only process Personal Information for specific, explicitly defined and legitimate reasons. WAG shall inform Data Subjects of these reasons prior to collecting or recording the Data Subjects Personal Information.

8.4. Further Processing

New processing activity must be compatible with original purpose of processing. Further processing will be regarded as compatible with the purpose of collecting if the Data Subject has consented to the further processing, in writing.

8.5. Information Quality

WAG shall take reasonable steps to ensure that Personal Information is complete, accurate, not misleading and updated regularly. WAG shall undertake a periodic review of Data Subject records to ensure that the Personal Information is still valid and correct.

8.6. Openness

Where required to do so, WAG shall take reasonable steps to ensure that the Data Subject is made aware of the reasons why Personal Information is collected, what Personal Information is collected, the source of Personal Information, which it will be shared with and processing is a legal requirement.

WAG shall further, if required, inform the Data Subject of the consequences of a failure to provide such information. (Example: without disclosure of Personal Information WAG may not be able to offer a customer a credit facility OR a prospective Employee employment)

8.7. Data Subject Participation

Data Subjects have the right to request access to, request amendment, or deletion of their Personal Information. In order to for a Data Subject to exercise his/her rights (paragraph 7) a request may be made by a Data Subject via by hand, fax, post, email, SMS, telephonically; WhatsApp; or in any other manner expedient to the Data Subject. WAG shall not disclose any Personal Information to any party unless the identity of the requester has been verified.

To ensure effective consideration and administration of requests the recommended channels for making such a request are to use the contact details of the Information Officer and/Deputy Information Officer provided in this policy or any other person employed by WAG who has administrative responsibilities delegated to them. WAG has prepared a suggested request form which appears at Annexure "A" to this policy which may use to assist a Data Subject in making a request.

The Information Officer shall ensure that employees are informed of how to address requests of this nature made by Data Subjects and furthermore who the responsible persons are.

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Where Data Subjects or any other person wishes to make a request to the Information Officer via SMS or WhatsApp then the party concerned is requested to contact WAG via (i) email; or (ii) telephone; to obtain the details of the cell phone number where a request can be made using this medium.

8.8 Security Safeguards

WAG will manage the security of its filing system (automated and manual), to ensure that personal information is protected adequately.

Steps to be taken include but are not limited to: -

- 8.8.1 Security controls will be implemented in order to minimize the risk of loss, unauthorized access, disclosure, interference modification and/or destruction;
- 8.8.2 WAG will continuously review its security controls which will include regular testing of protocols and measures put in place to combat cyberattacks, hacking and other infringements on WAG's IT network.
- 8.8.3 The organization will ensure that all paper and electronic records comprising of personal information are securely stored and made accessible only to the authorized individuals making use of them.
- 8.8.4 All new employees will be required to sign employment contracts containing the necessary contractual provisions detailing the use and storage of their own Employee Personal Information and Employee Special Personal Information and any information related to a Data Subject, whose information they might process in the course and scope of rendering services to WAG.
- 8.8.5 Confidentiality clauses are also included to reduce the risk of unauthorized disclosures of personal information for which WAG is responsible.
- 8.8.6 All existing employees will be furnished with a copy of this policy, and after required consultation has been followed, will be required to sign an addendum to their employment contracts containing the relevant consent and confidentiality clauses. Employees shall furthermore be advised of any updates to this policy which the Information Officer may prescribe from time to time.
- 8.8.7 The organizations operators and 3rd party service providers will be required to enter into Service Level Agreements with WAG, where both parties pledged their mutual commitment to POPIA and the lawful processing of personal information as per this policy and POPIA.
- 8.8.8 Written records containing the personal information of Data Subjects in hard copy form will be kept in locked cabinets or safes. These records when being used will not be left unattended in areas where other members of staff may access them. WAG shall implement and maintain a **"Clean Desk Policy"** where all employees will be required to clear their desks of personal information when leaving for any length of time or at the end of the day. Personal information which is no longer required should be de- identified and disposed of.
- 8.8.9 All electronically held personal information must be saved to a secure database and as far as possible no personal information should be saved on individuals computers, laptops or handheld devices. All company computers laptops and handheld devices should be accessed protected with a password. Electronic Personal Information which is no longer required must be deleted from the individual laptop or computer and the relevant database. The Employee must ensure that the information has been completely deleted and is not recoverable. WAG shall implement and maintain a **"Clean Screen Policy"** where all employees will be required to lock their computers or laptops when leaving their desks for any length of time or log off at the end of the day.

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- 8.8.10 Any loss or theft of, or unauthorized access to, Personal Information (suspected or actual) must be immediately reported to the Information Officer. Any loss or theft of computers, laptops or other devices which may contain Personal Information must be immediately reported to the Information Officer, who shall notify the IT department, who shall take all necessary steps to remotely delete the information, if possible.

8.9 Cross Boarder Transfer of Personal Information

- 8.9.1 WAG may not transfer Personal Information to another party who is situated outside South Africa, unless:

- 8.9.1.1 the Data Subject Consents to such Processing; or
- 8.9.1.2 the transfer is necessary in order to perform a contract between WAG and a Data Subject, or for reasons of public interest, or to establish, exercise or defend legal claims or to protect the vital or legitimate interests of the Data Subject in circumstances where the Data Subject is incapable of giving Consent;
- 8.9.1.3 the country where the Personal Information is being transferred to providers with the same level of protection for the Data Subject (s) as housed under the data processing laws applicable in South Africa; or alternatively,
- 8.9.1.4 WAG has concluded an agreement with the recipient of the Personal Information, either in the form of a standard binding corporate rule, or an Operator agreement or a Personal Information transfer agreement, which sets out the rules which apply to the receipt and subsequent Processing of that Personal Information. It is the Data Subject(s) duty to verify compliance of WAG in this regard.

- 8.9.2 In order to ensure that the above is followed, Personnel may not transfer Personal Information to areas outside South Africa, unless one of the following controls and safeguards are in place:

- 8.9.2.1 The Information Regulator, or other such territorial appointed authority has issued an "adequacy decision" confirming that the territory or country where WAG proposes transferring the Personal Information to, has adequate Data Protection laws in place which will afford the Data Subject with the same level of protection as that under POPIA;
- 8.9.2.2 a standard binding corporate rule is in place, which covers the recipient of the Personal Information;
- 8.9.2.3 The Operators or recipient of Personal Information has agreed that it will afford the Data Subject with the same level of protection as that under POPIA.
- 8.9.2.4 the Data Subject has given Consent to the proposed transfer, having been fully informed of any potential risks;
- 8.9.2.5 the transfer is necessary in order to perform a contract between The WAG and a Data Subject, for reasons of public interest, to establish, exercise or defend legal claims or to protect the vital interests of the Data Subject in circumstances where the Data Subject is incapable of giving Consent (POPIA).

8.10 Direct Marketing

The scope of this aspect of the policy is defined by the provisions of POPIA Chapter 8, which stipulates that direct marketing, including unsolicited direct electronic marketing is prohibited unless the Data Subject has consented to the receipt of this marketing material.

- 8.10.1 No direct marketing shall be undertaken, including unsolicited direct electronic marketing unless the Data Subject has consented to the receipt of this marketing material.
- 8.10.2 Direct marketing is not an activity which is generally undertaken by WAG. Where WAG does embark on a Direct marketing campaign then WAG shall do so in adherence to legal requirements. All Employees shall ensure that:

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- 8.10.2.1 all existing WAG customers or potential customers shall be given the opportunity to consent to the receipt of any direct marketing material prior to receiving same;
- 8.10.2.2 consent may be secured through unsolicited electronic communication, in the form of an email, telephone, SMS, WhatsApp, automated reply prior to any direct marketing activity being undertaken;
- 8.10.2.3 Consent must be explicit and not inferred. Silence is not tantamount to consent and as such opt-out forms shall not be used in any direct marketing activity undertaken by the WAG. and
- 8.10.2.3 where a Data Subject does not provide Consent or remains silent on the question of consent no direct marketing activities shall be sent to the person concerned.
- 8.10.2.4 Any person who has prior provided his/her consent to receive Direct Marketing shall be entitled at any time to withdraw such Consent.

9. DUTIES OF SPECIFIC PERSONS IN WAG

9.1 Executive Management

POPIA and this Policy direct that Executive Management hold accountability and answerability for the compliance of WAG in meeting its legal obligations, which may not be delegated, save for certain administrative responsibilities.

The core responsibility of Executive Management, and in particular the Chief Executive Officer is to ensure: -

- 9.1.1 The appointment of an Information Officer and when necessary, a Deputy Information Officer(s);
- 9.1.2 That all persons responsible for the processing of personal information on behalf of WAG are appropriately trained and supervised and also understand that they are contractually obligated to protect personal information that they come into contact with;
- 9.1.3 Executive management also holds the duty to ensure that the necessary auditing procedures are conducted annually in order to review the way in which process is personal information.
- 9.1.4 Together with the Information Officer and Deputies that this Policy is review on annual basis, alternatively when legislative changes are implemented whichever is the first occurring.

9.2 Information Officer

The appointment of WAG's Information Officer is an appointment which is regulated by the rules and regulations of the Information Regulator.

The responsibility of WAG's Information Officer is: -

- 9.2.1 to ensure compliance with POPIA;
- 9.2.2 report to Executive Management on the compliance of WAG with its POPIA prescribed responsibilities;

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- 9.2.3 review privacy regulations, POPIA amendment and align this Policy with any business and/or operational amendments and developments within the WAG business itself;
- 9.2.4 Scheduling and ensuring that POPIA Policies are reviewed annually and updated but in any event whenever POPIA legislative changes are enacted, as provided for in paragraph 14 of this Policy;
- 9.2.5 Put a process in place to allow WAG and any affected Data Subjects to have access to the relief created by this Policy;
- 9.2.6 any notices and communications received either from a Data Subject or the Information Regulator relative to the contents of this policy and POPIA, are efficiently processed.

9.3 Employees and other Persons Acting on behalf of the Organization.

This Policy has been put in place throughout the WAG, training on the Policy and POPIA will take place with all affected employees. Modifications and updates to Data Protection and Information Sharing Policy, legislation, or guidelines will be brought to the attention of all staff.

9.3.1 Duties

The duties of the Employee or any other person's acting on behalf of WAG include but are not limited to, ensuring that:-

- a) Personal information is not directly or indirectly utilized, disclosed or made public in any manner, to any person or third party, within WAG or externally;
- b) No disclosure of personal information is made, unless that personal information is already officially known, or the disclosure is necessary in order for the Employee or person to perform his or her duties;
- c) Employees and other people acting on behalf of the organization will only process Personal Information where the Data Subject has consented to the processing;
- d) The processing is necessary to carry out the actions for the conclusion of performance of a contract where the Data Subject is a counterparty;
- e) The processing of personal information complies with any obligation imposed by law on the responsible party;
- f) The processing of personal information is done in a manner protects the legitimate interest of that Data Subject;
- g) The processing of personal information is necessary for pursuing the legitimate interests of the organization or of a third party to whom the information is supplied;
- h) Employees or other persons acting on behalf of the organization must request assistance from their line manager or the Information Officer, if they are unsure about any aspect relating to the protection of the Data Subject's Personal Information;
- i) Prior to the processing of any personal information that consent and written permission has been given by the Data Subject for the processing of their personal information;
- k) Consent has been obtained from the Data Subject who must clearly understand the purpose for which his or her Personal Information is needed and also who it will be shared with;
- l) Consent must be in a written form in accordance with this policy or other approved company consent documentation and this includes any electronic medium which can be printed;

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- m) If the Data Subject is a juristic person, then consent to process the Data Subject personal information may only be obtained from the duly authorized representative of the Data Subject, who must confirm that designation;
- n) All personal information is securely kept by taking sensible precautions and following the guidelines in this policy;
- o) Personal information is held in as few places as possible;
- p) No additional records or filing systems or data sets are created that are unnecessary;
- q) Personal information is encrypted prior to sending or sharing any personal information electronically. In the event of doubt the Line Manager may assist the employee;
- r) All computers, laptops and such devices comply with the "Clear Screen Policy" of WAG;
- s) Where personal information is stored on removable devices such as external drives that are kept locked away when not being used;
- u) Where personal information is stored on paper, that such hard copy records are kept in a secure place, where unauthorized persons may not access it like a locked drawer of a filing cabinet. Employees are reminded of the "Clean Desk Policy" of WAG.
- v) Reasonable steps are taken to ensure that personal information is kept accurate and up-to-date. Where Personal Information is found to be out of date authorization must first be obtained from the relevant line manager or Information Officer to update the information accordingly. Once updated, prior records must be de-identified;
- w) Reasonable steps are taken to ensure that Personal Information is stored only for as long as is needed or required in terms of the purpose for which it was originally connected. Where personal information is no longer required authorization must be obtained from the relevant line manager or Information Officer to identify the information delete or dispose of it in the appropriate manner;
- x) Should the Employee or person acting on behalf of the organization become aware of suspicious activity or any potential security breach such as unauthorized access, interference, modification, destruction or the unsanctioned disclosure of personal information, he or she must immediately report this event or suspicious or suspicion to the Information Officer or Deputy Information Officer concerned.

9.3.2 Strictly Prohibited Conduct:

Employees and persons acting on behalf of WAG may **NOT**: -

- a) Process personal information where the Data Subject has objected or where the required consent has not been obtained for the processing of their Personal Information ;
- b) Process Personal Information where it is not a requirement to perform their work related duties or functions;
- c) Save copies of Personal Information directly to their own private computers, laptops, or other mobile devices or smartphones. All personal information must be accessed and updated from WAGs central database or a dedicated server;
- d) Share information informally in particular personal information. Where access to personal information is required, this may be requested from the relevant line manager or the Information Officer, in writing; and/or
- e) Transfer personal information outside of the Republic of South Africa without the express written permission of the Data Subject or Information Officer.

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10 POPIA COMPLAINTS PROCEDURE

- 10.1 Should it come to the attention of a Data Subject that their rights under POPIA have not received adequate protection, alternatively have been infringed upon then the following process, read with any additional obligations may be created by the WAGs PAIA Manual, may be followed: -
- 10.1.1 POPIA complaints must be submitted to the organization in writing. Complaints should take the form of communications addressed to the Information Officer by the Data Subject, preferably in the complaint from appearing at annexure "B to this Policy.
 - 10.1.2 Where a complaint is received by any other person within the organization other than the Information Officer, that person is under duty to ensure that the full details of the complaint reach the Information Officer, forthwith;
 - 10.1.3 The Information Officer will provide the complainant with written confirmation of receipt of the complaint within two working days;
 - 10.1.4 The Information Officer will carefully consider the complaint and address the complainants' concerns. The Information Officer will endeavor to resolve the complaint in a fair manner and in accordance with the principles outlined in this policy and POPIA;
 - 10.1.5 The Information Officer must also determine whether the complaint relates to an error or breach of confidentiality and whether this complaint may have a wider impact on WAGs Data Subjects.
 - 10.1.6 Where the Information Officer has reason to believe that the personal information of a Data Subject has been accessed or acquired by an unauthorized person, the Information Officer will consult with the WAGs Executive Management, whereafter the affected Data Subjects and Information Regulator will be informed of the breach.
 - 10.1.7 The Information Officer will revert to the Complainant with the proposed solution with the option of escalating the complaint to the WAG's Executive Management within (7) seven working days of receipt of any complaint.
 - 10.1.8 In all instances, the organization will provide reasons for any decision taken and communicate any anticipated deviation from the specific timelines.
- 10.2 The Information Officer's response, which shall be delivered within 30 days of receipt of any complaint or request of a Data Subject shall comprise of the following (as required by the context): -
- 10.2.1 suggested remedy for the complaint;
 - 10.2.2 dismissal of the complaint and provide reasons;
 - 10.2.3 send an apology and commence disciplinary action against the Employee involved.
- 10.3 Where the Data Subject is not satisfied with the Information Officers suggested remedy the Data Subject has the right to complain to the Information Regulator.
- 10.4 The Information Officer will review the complaints process to assess the effectiveness of the procedure on a periodic basis and improve the procedure where it is found to be lacking. The reasons for any complaints will also be reviewed to ensure the avoidance of occurrences giving rise to POPIA-related complaints.

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- 10.5 The Data Subject is advised in terms of regulation 7 of POPIA to consult the website or call the offices of the Information Regulator so as to ensure that any complaint is delivered to the Information Regulator in the correct format, contains the required information and is submitted appropriately.
- 10.6 The Information Regulator is required to acknowledge receipt of the complaint and provide a reference number within 14 days. All assistance from the Information Regulator is to be provided free of charge.

11. DISCIPLINARY ACTION

- 11.1 Where a public complaint or POPIA infringement investigation has been finalized and it has been found that an Employee concerned has transgressed the provisions of this Policy, then appropriate administrative, legal and/or disciplinary action may be taken against any Employee reasonably suspected of being implicated in non-compliant activity as outlined in this policy;
- 11.2 In the case of ignorance or minor negligence, WAG may, where appropriate provide further awareness training to the Employee concerned;
- 11.3 Any gross negligence or the willful mismanagement of personal information will be considered a serious form of misconduct for which the organization may initiate an enquiry which could result in the dismissal of the employee. Disciplinary procedures will commence where there is sufficient evidence to support an employee's gross negligence.

A copy of this Policy shall be appended by the Company Disciplinary Code of Conduct. All employees are required to read and acknowledge their understanding of the policy.

12. POPIA AUDIT

WAG's Information Officer will schedule POPIA Audits. The Audit shall assess the following subject matter: -

- 12.1 compliance of this Policy, and all other supporting documents with POPIA prescribed requirements,
- 12.2 identify the process to collect, record, store, disseminate and destroy personal information.
- 12.3 Determine the flow of personal information throughout the WAG. Redefine the purpose for gathering and processing information.
- 12.4 Ensure the processing parameters are still adequately limited and in compliance with legislation.
- 12.5 Ensure the new Data Subjects are made aware of the processing of their personal information.
- 12.6 Verify the quality and security of personal information and the process in place around the handling of personal information by the WAG;
- 12.7 Monitor the extent of compliance with POPIA and this Policy. Monitor the effectiveness of internal controls established to manage the WAGs compliance and risk.

In performing the POPIA Audit Information Officers will interact with line managers to look for shortcomings within WAG's operations and identify areas that are most vulnerable or susceptible to the unlawful processing of personal information. The WAG Information Officer will be permitted direct access and have the support of line managers and the WAG's Executive Management for the purpose of performing this duty.

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13. RELATED POLICIES & PROCEDURES

- 13.1 This Policy must be read together with necessary interrelated policies such as the Promotion of Access to Information Policy (PAIA Manual) and any other policy, directive or Agreement, which may be from time to time required.
- 13.2 Where any of the above-mentioned Policies conflict with this Policy, then in so far as the conflicting provision (s) provide for and apply to the Processing of Personal Information, then the provisions housed under this Policy will prevail.

14. REVIEW

This Policy should be reviewed earlier with the following:

- 14.1 every 12 months;
- 14.2 whenever POPIA legislative changes are enacted; and
- 14.3 as recommended pursuant an Audit POPIA Compliance Audits.

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ANNEXURE – A TEMPLATE PERSONAL INFORMATION REQUEST FORM

Kindly complete and submit to WAG's Information Officer (email: _____) with a copy to the Deputy Information Officer of WAG (email: _____)	
Name	
Tel Number	
Email Address	

Kindly take note: a) that the Information Officer or his Deputy may require you to present an identification to enable your request to be processed and b) you may be required to pay a reasonable charge for the copies made in processing this request.

A. PARTICULARS OF THE DATA SUBJECT	
Full Name or Entity	
Identity Number or Registration number	
Postal Address	
Contact Number	
Email address	

B. REQUEST		
I require WAG to:		
i	Advise me if it hold any of my personal information	
ii	Provide me with a record or description of my personal information	
iii	Correct or update my personal information	
iv	Destroy or delete my personal information	

C. INSTRUCTIONS	

Should this document be signed on behalf of a juristic person then the signatory hereto warrants that he/she has the request authority to execute this Consent.

D. SIGNATURE	E. Date

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Annexure B- TEMPLATE POPIACOMPLAINT FORM

Kindly complete and submit your complaint to The WAG's Information Officer (email: _____) with a copy to the Deputy Information Officer of the WAG (email: _____)

Name	
Tel Number	
Email Address	

If we are unable to resolve your complaint to your satisfaction then you have the right to refer your complaint to the Information Regulator, whose details are as follows: -

The Information Regulator,

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

Email Address: complaints.IR@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/index.html>

A. PARTICULARS OF THE COMPLAINANT

Full Name or Entity	
Identity Number or Registration number	
Postal Address	
Contact Number	
Email address	

B. DETAILS OF THE COMPLAINT

C. DESIRED OUTCOME

Should this document be signed on behalf of a juristic person then the signatory hereto warrants that he/she has the request authority to execute this Consent.

D. SIGNATURE	E. Date

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ANNEXURE "C'- APPROVED POPIA NOTICE AND CONSENT FORM

It is important to the West African International (WAG) to ensure that we meet our legal obligations concerning confidentiality and information security standards. It is our obligation to ensure that all personal data is gathered, processed, stored, protected and used in lawful manner.

We appreciate that personal information is valuable to our Customers, Employees, Suppliers, WAG itself and other Parties with whom we do business.

In light of that appreciation, we want you to understand how and for what purpose, your personal information is processed. If for any reason you think that your personal information is not processed in a correct manner, or that your information is being processed for a reason other than for which it was originally collected, you can contact our Information Officer.

You can request access to the information we hold about you at any time and if you are of the opinion that your information is outdated then please request us to update or correct it.

Name	Grant Rosettenstein
Physical Address:	Lion Match Office Park, 892 Umgeni Road, Durban
Telephone Number	+27(31) 202 3900
Email	grant@westafricangroup.co.za

We collect, hold, use and disclose your personal information mainly to support the supply of our Products and Services to your business and to conduct and manage our credit risk processes, should we agree to supply and deliver our products to you on deferred payment terms (on credit). In executing the aforementioned functions, we would only process your personal information for a purpose you would reasonably expect including: -

- i) Providing you with advice as to what products we can supply to meet the current and future requirements of your manufacturing operations;
- ii) To verify your natural or juristic identity and to conduct reference checks;
- iii) To instruct our Finance and Debtors Departments and appropriately contracted Operators to conduct an assessment, prepare any legal document or statement, for the purposes of providing WAG with credit risk insurance on any credit payment terms to be afforded to you. In this regard a full financial and risk assessment must be undertaken into the historical, current and future business operations and structures of your business.
- iv) To confirm verify and update your details;
- v) To comply with any legal and regulatory requirements. We may need to share your information with our Operators, who assist are contracted to support us in some of the services we render to you.

By your signature hereto you authorize and consent to the sharing of your information with credit insurance providers, credit insurance brokers and credit bureaus.

Please be advised that in the event that we do not receive return of this consent form, duly signed and /or the personal information required from you, we may not be able to render products or services adequately and timeously until such time as this consent and the required personal information are to hand.

Should this document be signed on behalf of a juristic person then the signatory hereto warrants that he/she has the request authority to execute this Consent.

Name and Surname	Signature	Date

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