

## **Protection of Personal Information Act 4 of 2013 (POPIA): Personal Information Protection Notice**

We hereby inform and provide you with an extensive overview on how your personal information is processed and by doing so we are fulfilling our notification obligation. We are committed to manage and process your personal information in accordance with the applicable privacy and information protection laws, which specifically provides for the lawful and transparent processing of your personal information for legitimate purposes in a manner that does not infringe on your right to privacy.

### **1. The purpose of collecting and processing personal information are as follows, but not limited to:**

- Managing customer relations
- Managing supplier/ service provider relations
- Managing employee relations
- Managing stakeholder relations

### **2. Personal information collected and processed:**

Personal information is defined as information relating to an identifiable natural or juristic person by means of an identifying factor and subject to the applicable data protection laws. The personal information that we collect, and process is subject to the purpose as discussed in point 1 above, these may include but is not limited to:

#### **a. General Personal Information:**

- Full name, identity or passport number
- Contact details such as telephone numbers, email addresses, physical address, postal address, etc.
- Gender
- Statutory numbers such as income tax and VAT numbers etc.
- Company details
- Bank account details

#### **b. Special Personal Information:**

- Biometrics and criminal behaviour
- Health
- Race or ethnic origin

(Please note that the information mentioned in point b will only be for specific purposes and will only be needed with your full consent in writing)

### **3. The processing of personal information only occurs if:**

- It is necessary to carry out actions in accordance with a contract to which you are a party;

- The processing of personal information complies with an obligation imposed by law on Levego Environmental Services (Pty) Ltd, such as providing information to, but not limited to:
  - ❖ Professional Bodies,
  - ❖ Statutory Bodies,
  - ❖ Supervisory authorities,
  - ❖ Law enforcement;
- The processing protects your legitimate interest by means of using the information in a way that is expected by the data subjects;
- It is necessary for pursuing our/third parties legal request; and/or
- The processing of your personal information was agreed upon by you

#### **4. Consequences of refusing to provide personal information:**

Refusing to provide Levego Environmental Services (Pty) Ltd with your personal information or disallowing the processing thereof, where the purpose for the collection and/or processing is based on a legal and contractual obligation or requirement could lead to prohibiting our ability to perform the duties and/or responsibilities as set out contractually.

#### **5. Access:**

The following person/s will either access or have access to your personal information:

- Our employees: This will be to administer and manage our inclusive services and our various stakeholder relations;
- Operators (third parties): these include persons processing your personal information on our behalf in terms of a contract/ mandate without being under our direct authority such as service providers etc.;
- Government and law enforcement agencies.

#### **6. Protection:**

Technical and organisational measures have already been implemented, and we continue to remain up to date with our systems, to ensure that your personal information remains confidential, secured and protected. These measures are implemented to prevent loss of damage to unauthorized and unlawful access to, and/ or unauthorized destruction of personal information irrespective in whichever form it may present itself.

#### **7. Retention:**

Levego Environmental Services (Pty) Ltd will retain your personal information for the period required to achieve the purpose of which the personal information was initially collected and processed. We will also retain your data as required and authorized by the applicable laws of the Republic of South Africa or requiring the information for legitimate purposes. In addition, retention of your personal information may occur as required by a binding contract between you and Levego Environmental Services (Pty) Ltd.

We may retain your personal information for longer periods than stipulated above for statistical, historical and research purposes based on us maintaining relevant security and safeguards against the inappropriate use of the records.

In the event of there being no law or code of conduct in the retention of general or specific information and taking the use of personal information into account, we will retain such personal information for a period to afford you a reasonable opportunity to request access to the records.

#### **8. Transfers:**

This relates to the transfer of your personal information to a third party or third country outside of the Republic of South Africa in terms of the POPIA. The reason for the transfer of personal information will only occur in the event of such third-party recipients carrying out services on our behalf. Our aim is to transfer personal information to the above-mentioned recipients on the condition that they can provide a similar level of protection as per the POPIA.

In the event of transfers occurring where data privacy and/ or protection laws are not of standard as per the POPIA, necessary steps will be taken to ensure that the personal information is kept confidential and protected according to the appropriate laws.

Transfers may occur in the event whereby Levego Environmental Services (Pty) Ltd may receive your personal information, such as first names and contact details, from a third party in the form of a referral. You will be notified via the appropriate communication channel of the collection of your personal information as soon as practically possible after it has been collected.

#### **9. Marketing purposes:**

Information relating to new services may be provided periodically. If you do not wish to receive any marketing information after giving consent to receive such information, you may withdraw your consent by communicating it via email to the Information Officer. Upon withdrawal, no further information relating to our services will be communicated with you.

#### **10. Laws authorizing and/ or requiring the collection and processing of personal information:**

We are required and authorized by certain laws to collect and process personal information. These laws include, but are not limited to:

- Basic Conditions of Employment Act, 75 of 1997
- Compensation of Occupational Injuries and Diseases Act, 130 of 1993
- Employment Equity Act, 55 of 1999
- Skills Development Act, 97 of 1998
- Occupational Health and Safety Act, 85 of 1993
- Auditing Professions Act, 26 of 2005
- Income Tax Act, 58 of 1962
- Value Added Tax Act, 89 of 1991
- Tax Administration Act, 28 of 2011

- Companies Act, 71 of 2008
- Non-Profit Organisation Act, 71 of 1997
- Disaster Management Act, 57 of 2002

### **11. Rights of the data subject:**

According to the POPIA, the data subject may exercise the following rights:

- Personal information is to be processed in accordance with the conditions of lawful processing;
- Notification shall be given upon personal information being collected;
- Notification shall be given upon personal information being accessed or acquired by an unauthorized person/s;
- Request confirmation on whether we hold any personal information about you and request the record or description of the personal information we hold in our possession including information about the identity of all third parties and/ or categories of third parties who have or had access to the personal information;
- request the correction or deletion of the personal information in our possession or under our control that is inaccurate, irrelevant, excessive, obsolete, incomplete, misleading or obtained unlawfully, or destroy or delete a record of your personal information that we are no longer authorised to retain;
- subject to the relevant lawful purpose of processing, object to the processing of personal information on fair and sensible grounds relating to your particular situation;
- object to the processing of personal information for the purposes of marketing;
- subject to applicable law, request that the processing of your personal information is restricted under certain circumstances; and
- request that personal information in our possession be transferred to another responsible party.

You may contact the Information Officer should you wish to exercise the rights as mentioned in point 11.

### **12. Information Officer details:**

Information Officer: Gerald Woollatt

Email address: [gerald@levego.co.za](mailto:gerald@levego.co.za)

### **13. Information Regulating authorities:**

Should you believe that the processing of personal information is in violation of the law, you may lodge a complaint with:

- The Information Regulator (South Africa)

### **14. Future amendments:**



Revision will take place periodically and amendments will be made to ensure that this notice remains up to standard in accordance with regulatory changes, business strategies and new technology introduced into our operations. Updated publications of this notice will be communicated with you upon amendments.

**Address all queries or concerns relating to the processing of your information and/ or this notice to our information officer.**