



# **FAIR DISCOUNTERS (PTY) LTD**

(hereafter “Fair Price”)

## **PROTECTION OF PERSONAL INFORMATION POLICY**

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# FAIR PRICE PROTECTION OF PERSONAL INFORMATION POLICY

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## 1. POLICY STATEMENT

- 1.1 This Policy forms part of the Fair Price's operational and business processes and procedures.
- 1.2 The Fair Price's Board of Directors, its employees, contractors, suppliers and any other persons acting on behalf of Fair Price are required to familiarise themselves with the Policy's requirements and will be required to undertake to comply with the stated processes and procedures.
- 1.3 The information officers, in conjunction with the deputy information officers, are responsible for overseeing and maintaining control procedures and activities.

## 2. INTRODUCTION

- 2.1 The right to privacy is an integral human right recognised and protected in the South African Constitution and in the Protection of Personal Information Act 4 of 2013 ("POPIA"). It includes the right to protection against the unlawful collection, retention, dissemination and use of personal information.
- 2.2 POPIA aims to regulate the processing of personal information in a manner that gives effect to the right to privacy subject to justifiable limitations that are aimed at protecting other rights and important interests.
- 2.3 Given the importance of privacy and Fair Prices' legal obligations in terms of POPIA, Fair Price is committed to effectively managing and protecting personal information in accordance with POPIA's provisions.

## 3. DEFINITIONS

- 3.1. **Business Purpose** – Fair Price is a furniture retailer (Cash and Lay-by) of locally manufactured and imported furniture and appliances, with stores in townships, central business districts, suburban and regional shopping malls and value marts. Fair Price manufactures a comprehensive range of products exclusively for its stores;
- 3.2. **Consent** – means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information;
- 3.3. **Data Subject** – means the natural or juristic person to whom personal information relates. In the case of Fair Price, data subjects include prospective and customers, employees, applicants for employment and other stakeholders, such as service providers who supply the Fair Price with products or other goods or services;
- 3.4. **Direct Marketing** - means to approach a data subject, either in person or by mail or electronic communication, for the direct or indirect purpose of:
  - 3.4.1. Promoting or offering to supply, in the ordinary course of business, any goods or services to the data subject; or
  - 3.4.2. Requesting the data subject to make a donation of any kind for any reason;
- 3.5. **Filing System** – means any structured set of personal information, whether centralised, decentralised or dispersed on a functional or geographical basis, which is accessible according to specific criteria;

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- 3.6. **Information Officer** - The information officer is responsible for ensuring Fair Prices' compliance with POPIA;
- 3.7. **Personal Information** – means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person (such as a company), including, but not limited to:
- 3.7.1. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
  - 3.7.2. Information relating to the education or the medical, financial, criminal or employment history of the person;
  - 3.7.3. Any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
  - 3.7.4. The biometric information of the person;
  - 3.7.5. The personal opinions, views or preferences of the person;
  - 3.7.6. 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;
  - 3.7.7. The views or opinions of another individual about the person; and
  - 3.7.8. 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;
- 3.8. **Processing** – means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information including:
- 3.8.1. The collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
  - 3.8.2. Dissemination by means of transmission, distribution or making available in any other form; or
- 3.9. Merging, linking, as well as restriction, degradation, erasure or destruction of information;
- 3.10. **Responsible Party** – Means the 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. In this case, Fair Price is the responsible party;
- 3.11. **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 Fair Price; and
- 3.12. **Record** – means any recorded information, regardless of form or medium, including:
- 3.12.1. Writing on any material;

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- 3.12.2. Information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
- 3.12.3. Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached by any means;
- 3.12.4. Book, map, plan, graph or drawing;
- 3.12.5. Photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
  - ✓ In the possession or under the control of Fair Price, whether or not it was created Fair Price and regardless of when it came into existence.

## 4. POLICY PURPOSE

- 4.1. The purpose of this Policy is to ensure that the Fair Price complies with its legal obligations in terms of POPIA and further to manage compliance risks associated with the protection of personal information which includes:
  - 4.1.1 Breaches of privacy and confidentiality;
  - 4.1.2 Penalties, offences, civil action and reputational damage.

## 5. POLICY APPLICATION

- 5.1. This Policy and its guiding principles apply to:
  - 5.1.1. Fair Prices' Board of Directors;
  - 5.1.2. Fair Prices' subsidiaries;
  - 5.1.3. All employees;
  - 5.1.4. All contractors, suppliers and service providers of Fair Price.
- 5.2. The Policy's guiding principles find application in all situations and must be read in conjunction with POPIA as well as Fair Prices' PAIA Manual as required by the Promotion of Access to Information Act 2 of 2000.
- 5.3. The legal duty to comply with POPIA's provisions is activated in any situation where there is processing of personal information which is entered into a record by or for a responsible person whether by making use of automated or non-automated means who is domiciled in South Africa.
- 5.4. POPIA does not apply in situations where the processing of personal information:
  - 5.4.1. Is concluded in the course of purely personal or household activities, or

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5.4.2. Where the personal information has been de-identified to the extent that it cannot be re-identified again.

## 6. THE RIGHT OF FAIR PRICE TO PROCESS PERSONAL INFORMATION

- 6.1. Subject to the further provisions of POPIA, Fair Price has the right to process the personal information in its possession or under its control, for its business purpose, which is entered into a record of data subjects where;
- 6.1.1. The data subject or a competent person where the data subject is a minor has consented to the processing; or
  - 6.1.2. Processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party; or
  - 6.1.3. Processing complies with an obligation imposed by law on Fair Price; or
  - 6.1.4. Processing protects a legitimate interest of the data subject; or
  - 6.1.5. Processing is necessary for the proper performance of a public law duty or a public body; or
  - 6.1.6. Processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied.
- 6.2. Responsible party may only process and collect personal information for a specific purpose. In this regard, Fair Price processes personal information, inter alia, in order to achieve its Business Purpose by:
- 6.2.1. Fulfilling its contractual obligations when customers have purchased goods in-store
  - 6.2.2. Fulfilling its contractual obligations when customers have ordered goods online for Fair Price to deliver goods;
  - 6.2.3. Refunding deposits and processing returns;
  - 6.2.4. Communicate with customers regarding Fair Price's online platforms and provide customers with information, products or services, including billing, customer support, resolving complaints and quality control;
  - 6.2.5. Notification about changes to terms and conditions, privacy policy or notices, and any other changes;
  - 6.2.6. Sending customer's information about competitions, products or services that may interest them;
  - 6.2.7. Getting feedback from customers to develop our products and services and grow our business;
  - 6.2.8. Complying with any legal or regulatory obligations such as tax or financial laws;
  - 6.2.9. Undertaking research and statistical purposes;

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- 6.2.10. Performing recruitment and employment functions including pension, payroll, medical aid, training, disciplinary action and income tax;
- 6.2.11. Performing administrative functions; and
- 6.2.12. Any other reasonably required purpose relating to the employment or possible employment relationship.

## 7. RIGHTS OF DATA SUBJECTS

Fair Price will ensure that it gives effect to the following six rights.

### 7.1. The right to access personal information

Fair Price recognises that a data subject has the right to establish whether Fair Price holds personal information related to him, her or it including the right to request access to that personal information.

### 7.2. The right to have personal information corrected or deleted

The data subject has the right to request, where necessary, that the data subject's personal information must be corrected or deleted where such information is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully.

"Personal information correction or deletion Form" - Annexure A.

### 7.3. Right to object to the processing of personal information

7.3.1. The data subject has the right, on reasonable grounds, to object to the processing of his, her or its personal information in the prescribed manner, unless legislation provides for such processing.

"Objection to processing of personal information" – Annexure B

7.3.2. When a request is made for access to personal information held or for personal information to be corrected or deleted, Fair Price will give due consideration to the request and to the requirements of POPIA. Fair Price 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. This further applies to the right to object to the processing of personal information.

### 7.4. The right to complain to the information regulator

7.4.1. 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.

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7.4.2. This policy makes provision for an internal appeal procedure. For this purpose, a "POPI Complaint Form" – Annexure C should be used.

7.4.3. Complaints to the information regulator should be submitted on Annexure D.

## 7.5. The right to object to direct marketing

7.5.1. The processing of personal information of a data subject for the purposes of direct marketing is prohibited unless the data subject:

7.5.1.1. Has consented to the processing; or

7.5.1.2. Is an existing customer of Fair Price.

A "POPI Direct Marketing Consent Form" – Annexure E

7.5.2. 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.

## 7.6. The right to be informed

7.6.1. The data subject has the right to be notified that his, her or its personal information is being collected by Fair Price. In this regard, Fair Price will take reasonably practicable steps to ensure that the data subject is aware of the information being collected and the purpose for which it is being collect.

7.6.2. The data subject also has the right to be notified in any situation where Fair Price has reasonable grounds to believe that the personal information of the data subject has been accessed or acquired by an unauthorised person.

## 8. GENERAL CONDITIONS

Fair Price will ensure that the conditions for the lawful processing of personal information are complied with at the time of the determination of the purpose and means of the processing and during the processing itself.

The conditions are set out below.

### 8.1. Accountability

8.1.1. Failing to comply with POPIA could potentially damage Fair Prices' reputation or expose Fair Price to a civil claim for damages. The protection of personal information is therefore everybody's responsibility.

8.1.2. Fair Price will ensure that the provisions of POPIA and the principles outlined in this policy are complied with through the encouragement of desired behaviour. Fair Price will take appropriate action where there is intentional or negligent actions and/or omissions which fail to comply with the principles and responsibilities outlined in this policy.

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## 8.2. Processing limitation

8.2.1. Fair Price will ensure that personal information under its control is processed:

8.2.1.1. In a lawful and reasonable manner that does not infringe the privacy of the data subject;

8.2.1.2. In a non-excessive manner;

8.2.1.3. Only for a specific, defined and lawful purpose related to the functions or activities of Fair Price and its purpose;

8.2.1.4. With the consent of the data subject,

8.2.1.5. As necessary for Fair Price to carry out actions for the conclusion or performance of contracts between it and parents and prospective parents and service providers; or

8.2.1.6. To comply with an obligation imposed by law on Fair Price.

8.2.2. Fair Price will inform the data subject of the reasons for collecting his, her or its personal information and, where necessary, obtain written consent prior to processing personal information.

## 8.3. Purpose specification

8.3.1. All of the Fair Prices' operations must be informed by the principle of transparency.

8.3.2. Fair Price will collect personal information only for the specific, explicitly defined and lawful purposes related to its purpose as defined in paragraph 6.2 of this policy. Fair Price will take reasonably practicable steps to inform data subjects of the purpose for collection of the personal information, unless it is not necessary in terms of section 18(4) of POPIA.

## 8.4. Further processing limitation

8.4.1. Further processing of personal information must be in accordance or compatible with the purpose for which it was collected. It will not be processed for a secondary purpose unless that processing is compatible with the original purpose.

8.4.2. Therefore, where Fair Price 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, Fair Price will first obtain additional consent from a competent person if the data subject is no longer a customer.

## 8.5. Information quality

8.5.1. Fair Price will take reasonably practicable steps to ensure that all personal information collected is complete, accurate and not misleading, and updated where necessary.

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8.5.2. Where personal information is not collected directly from the data subject, Fair Price will take reasonably practicable steps to ensure that the data subject is made aware of the information being collected and the source it is being collected from.

## 8.6. Open communication

Fair Price will take reasonably practicable steps to ensure that data subjects are made aware that their personal information is being collected including the purpose for which it's being collected and processed.

## 8.7. Security safeguards

Fair Price will manage the security of its record and filing systems to ensure that the integrity and confidentiality of the personal information in its possession or under its control is adequately protected by taking appropriate, reasonable technical and organisational measures to prevent –

8.7.1. Loss of, damage to or unauthorised destruction of personal information; and

8.7.2. Unlawful access to or processing of personal information.

## 8.8. Data subject participation

8.8.1. A data subject may request the correction or deletion of his, her or its personal information held by Fair Price.

8.8.2. Fair Price provides a facility for data subjects who want to request the correction or deletion of their personal information through its website and management information system portal. Where applicable, Fair Price will include a link to unsubscribe from any of its external marketing activities.

## 9. INFORMATION OFFICERS

9.1. Muhammed Hansa is appointed as the information officer and deputy information officers have been appointed to assist the information officer. Fair Price's information officer is responsible for ensuring compliance with POPIA.

9.2. The re-appointment or replacement of any deputy information officers will be reviewed on an annual basis.

9.3. The information officer shall upon request by any person, provide copies of the manual to that person upon the payment of a fee to be determined by the regulator from time to time.

## 10. TRANSFER OF PERSONAL INFORMATION OUTSIDE OF SOUTH AFRICA

No transborder flows of personal information presently takes place or are planned. If the need for a transborder flow of personal information arises, Fair Price will deal with such need in accordance with the provisions of POPIA.

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## 11. RETENTION AND RESTRICTION OF RECORDS

- 11.1. Fair Price will retain records of personal information for the period necessary for achieving the purpose for which the personal information was collected or subsequently processed, unless the retention of the record for a longer period is required by law.
- 11.2. Fair Price will destroy or delete a record of personal information or de-identify it as soon as reasonably practicable after Fair Price is no longer authorised to retain the record.
- 11.3. Information collected by Fair Price is stored in a secure operating environment that is not available to the public. All personal information is available only to those authorised employees to whom Fair Price has granted permission by issuing a username and password.

## 12. NOTIFICATION OF SECURITY COMPROMISES

Where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person, Fair Price must notify:

- 12.1. The information regulator; and
- 12.2. The data subject, unless the identity of such data subject cannot be established.

## 13. REQUEST TO ACCESS PERSONAL INFORMATION PROCEDURE

- 13.1. Access to information requests can be communicated via email, addressed to the information officer. The information officer will provide the data subject with a "Personal Information Request Form".
- 13.2. Once the completed form has been received, the information officer will verify the identity of the data subject prior to handing over any personal information. All requests will be processed and considered against Fair Prices' PAIA Manual.
- 13.3. The information officer will process all requests within a reasonable time.

## 14. POPI COMPLAINTS PROCEDURE

- 14.1. Data subjects have the right to complain in instances where any of their rights under POPIA have been infringed upon. Fair Price takes all complaints very seriously and will address all POPI related complaints in accordance with the following procedure:
  - 14.1.1. POPI complaints must be submitted to the information officer in writing by using the "Internal POPI Complaint Form" (Annexure B).
  - 14.1.2. The information officer will provide the complainant with a written acknowledgement of receipt of the complaint as soon as reasonably possible

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14.1.3. The information officer will provide a written response to the complaint, including reasons for any decisions taken.

14.1.4. The information officer's response to the data subject may comprise any of the following:

14.1.4.1. A suggested remedy for the complaint,

14.1.4.2. A dismissal of the complaint and the reasons as to why it was dismissed,

14.1.5. Where the data subject is not satisfied with the information officer's written response, the data subject may submit a written appeal to the chairperson of Fair Prices' Board of Directors (the "Board") for consideration by the Board.

14.1.5.1. The appeal must include the original request and all supporting documentation, as well as the reasons as to why the requester is not satisfied with the information officer's decision, and the relief sought. The appeal must be submitted within 10 days of the information officer's decision.

14.1.5.2. Once submitted, the appeal will be considered by the Board at its next meeting. The chairperson will then advise the requester in writing of the Board's decision relating to the appeal, as well as the reasons for the decision.

14.1.5.3. If a requester remains aggrieved by the refusal of the information officer to grant a request for access to a record, or has any other grounds of complaint, the requester may, in terms of section 78 of PAIA, and within 180 days of notification of the information officer's decision, apply to court for appropriate relief.

14.1.6. The data subject has the right to complain to the information regulator by completing the Complaint Form (Annexure D)

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**ANNEXURE A**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS**

Note:

1. Affidavit or other documentary evidence as applicable in support of the request maybe attached
2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page
3. Complete as is applicable

Mark the appropriate box with an "X"

**Request for:**

	Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.
	Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

<b>A</b>	<b>DETAILS OF THE DATA SUBJECT</b>
Names (s) and Surname/registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, Postal or Business Address	Code: (    )
Contact Number (s)	
Fax Number/ Email Address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name (s) and Surname/Registered name of responsible party:	



# FAIR PRICE PROTECTION OF PERSONAL INFORMATION POLICY

Residential, postal or business address	Code (    )
Contact Number (s)	
Fax Number/ Email Address	
<b>C</b>	<b>INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED</b>
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1) (a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and/or REASON FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION (24) (1) (b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN (Please provide detailed reasons for the request)



# FAIR PRICE PROTECTION OF PERSONAL INFORMATION POLICY

SIGNED AT THIS	DAY OF 20
	Signature of data subjects/designated person



**ANNEXURE B**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11 (3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013)**

Note:

- 1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
- 2. If the space provided for in this form is inadequate, submit information as an Annexure to this form and sign each page.
- 3. Complete as is applicable

<b>A</b>	<b>DETAILS OF THE DATA SUBJECT</b>
Names (s) and Surname/registered name of data subject:	
Unique Identifier/ Identity Number	
Residential, Postal or Business Address	Code: (    )
Contact Number (s)	
Fax Number/ Email Address:	
<b>B</b>	<b>DETAILS OF RESPONSIBLE PARTY</b>
Name (s) and Surname/Registered name of responsible party:	
Residential, postal or business address	Code (    )
Contact Number (s)	



# FAIR PRICE PROTECTION OF PERSONAL INFORMATION POLICY

Fax Number/ Email Address		
C	<b>REASONS FOR OBJECTION IN TERMS OF SECTION 11 (1) (d) to (f)</b> (Please provide detailed reasons for the objection)	
SIGNED AT THIS	DAY OF	20
		Signature of data subjects/designated person



## ANNEXURE C

### INTERNAL POPIA COMPLAINT 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 your complaint to the information officer:	
Name:	
Contact Number:	
Email Address:	

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

**The information Regulator:** Ms Mmamoroke Mphelo

**Physical Address:** SALLI Building, 316 Thabo Sehume Street, Pretoria

**Email:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)

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

A. Particulars of Complainant	
Names and Surname:	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
B. Details of complainant	



<b>C. Desired Outcome</b>
<b>D. Signature page</b>
Signature



**ANNEXURE D**

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

Note:

1. Affidavit or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable

Mark the appropriate box with and "X".

**Complaint Regarding:**

<input type="checkbox"/>	Alleged interference with the protection of personal information
<input type="checkbox"/>	Determination of an adjudicator
<b>PART 1</b>	<b>ALLEGED INTERFERENACE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74 (1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)</b>
<b>A</b>	<b>PARTICULARS OF COMPLAINANT</b>
Name(s) and surname / Registered name of data subject:	
Unique Identifier / Identity Number:	
Residential, postal or business address:	
	Code(     ) )
Contact Number(s):	
Fax number/Email Address:	
<b>Name(s) and surname/ Registered name of Responsible Party</b>	<b>PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION</b>
Residential, Postal or Business Address:	
	Code (     ) )
<b>B</b>	<b>REASONS FOR COMPLAINT</b> (Please provide detailed reasons for the complaint)



# FAIR PRICE PROTECTION OF PERSONAL INFORMATION POLICY

<b>PART II</b>	<b>COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74 (2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OR 2013)</b>
<b>A</b>	<b>PARTICULARS OF COMPLAINANT</b>
Name(s) and surname/ registered name of data subject:	
Unique Identifier/ Identity Number:	
Residential, Postal or Business Address:	
	Code (    )
Contact Number(s)	
Fax Number/Email Address:	
<b>B</b>	<b>PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY</b>
Name(s) and Surname of Adjudicator:	
Name(s) and Surname of responsible party/registered name:	
Residential, postal or business address:	
	Code (    )
Contact Number (s):	
Fax Number/Email Address:	
<b>C</b>	<b>REASON FOR COMPLAINT (Please provide detailed reasons for the grievance)</b>



SIGNED AT THIS	DAY OF	20
	Signature of data subject/designated person	



**ANNEXURE E**

**APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING**

**TO:**

\_\_\_\_\_ (Name of data subject)

**FROM:**

Contact Number(s): \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Name (s) and Surname of responsible Party

Address of responsible party

Contact Details Responsible Party

Full Names, and designation of person signing on behalf of responsible party

\_\_\_\_\_  
Signature of designated person

Date: \_\_\_\_\_

**PART B**

I,	hereby	
	Give my consent to receive direct marketing of goods or services to be marketed by my means of electronic communication	
	<b>SPECIFY GOODS OR SERVICES:</b>	
	<b>SPECIFY METHOD OF COMMUNICATION:</b>	Fax: Email: SMS: Others: (Specify)
Signed at this	day of	20_____
		Signature of Data Subject