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Privacy Policy – Vlam Panel Beaters (Newcastle) (Pty) Ltd

Why do we need the Protection of Personal Information Act

Essentially, the purpose of the Protection of Personal Information Act (POPIA) is to protect people from harm by protecting their personal information. To stop their money being stolen, to stop their identity being stolen, and generally to protect their privacy, which is a fundamental human right. To achieve this, the Protection of Personal Information Act sets conditions for when it is lawful for someone to process someone else's personal information.

Who are the Role Players in the POPIA Act?

The Protection of Personal Information Act (POPIA) involves three parties (who can be natural or juristic persons):

- **The data subject:** the person to whom the information relates.
- **The responsible party:** the person who determines why and how to process. For example, profit companies, non-profit companies, governments, state agencies and people. Called controllers in other jurisdictions
- **The operator:** a person who processes personal information on behalf of the responsible party. For example, an IT vendor. Called processors in other jurisdictions.

The Protection of Personal Information Act places various obligations on the responsible party, which is the body ultimately responsible for the lawful processing of personal information. Responsible parties should only use operators that can meet the requirements of lawful personal information processing prescribed by the Protection of Personal Information Act.

The Timeline of POPIA

The [POPI commencement date](#) was 1 July 2020 which made the deadline for organisations to comply 1 July 2021.

Use our infographic to work out what your next steps should be.

Actions you can take

- Empower yourself with practical knowledge by joining our [Data Protection Programme](#) and working through our [POPIA lens](#).
 - Understand the impact this has on your organisation by attending one of our [events](#).
 - Get assistance by finding out how we can help you with [privacy and data protection](#).
 - Increase your knowledge on POPIA by [reading it online](#).

Who is affected

Any natural or juristic person who processes personal information, including large corporates and government. The data protection laws of many other countries exempt [SMEs](#), but not currently in South Africa. Maybe the [Information Regulator](#) will exempt some natural persons or SMEs from complying. Only time will tell in this regard. Some processing of personal information is [excluded](#).

What steps will you have to take to comply?

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Responsible parties will have to take various steps to comply. For example:

1. Appoint an [Information Officer](#).
2. Draft a Privacy Policy.
3. Raise awareness amongst all employees.
4. Amend contracts with operators.
5. Report data breaches to the regulator and data subjects.
6. Check that they can lawfully transfer personal information to other countries.
7. Only share personal information when they are lawfully able to.

Vlam Panel Beaters (Newcastle) (Pty) Ltd does not distribute any personal information of our clients to any third party besides the Customer Service Index and Automatrix.

Our privacy policy protects our clients and their personal information. We follow strict acts which prohibits any of this information from being shared with any harmful / untrustworthy sources / individuals / companies.

The following information is shared and is limited to protect our clients:

- **Client name and surname**
- **Client contact details**
- **Vehicle details**

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