



RE/MAX

RANDGRO

COMPLIANCE MANUAL FOR THE IMPLEMENTATION OF THE PROTECTION OF PERSONAL INFORMATION ACT OF 2013

INFORMATION OFFICER and DEPUTY INFORMATION OFFICER

Information Officer is: M Grové (Miss)
Cell No: 083 354 3572
Email: marika.grove@remax-randgro.co.za

Deputy Information Officer: L Jooste (Mrs)
Cell No: 072 189 6997
Email: lilian@remax-randgro.co.za

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INFORMATION OFFICER: M GROVE

DEPUTY INFORMATION OFFICER: L JOOSTE

PRIVACY NOTICE

We respect and protect the privacy of all persons (both natural and juristic, like companies and close corporations) whose personal information we collect, regardless of form and medium. This includes our clients, employees, agents, consultants, power partners and service providers. These privacy notices explain our personal information handling practices in relation to that particular purpose or service. It explains who we collect personal information from, with your consent, what information we collect, what we do with it, how you might access it and who it might be shared with and for what reason we collect it and how we will keep it before we destroy it. All of this is covered under the POPI Act.

RANDGRO INVESTMENTS CC AND RANDGRO PROPERTIES CC trading as RE/MAX RANDGRO

CONTACT DETAILS

RE/MAX Benoni
45 Lakefield Avenue
Lakefield
Benoni
GAUTENG
South Africa

Mobile: +27 83 354 3572 / +27 72 189 6997
Telephone: +27 011 306 6600
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INTRODUCTION

The Protection of Personal Information Act (POPI) is intended to balance the scale legally by protecting a person's constitutional right to privacy (which requires our personal information to be protected); and the needs of business to have access to and to process (work with) a person's specific personal information to perform the task they are set out to do.

This Compliance Manual sets out the framework for our company's compliance with the POPI Act and is focussed on tasks that must be performed in the property sector.

SPECIFIC WORDS / PHRASES (used in the act, will be used in this document, to make it clearer).

Data Subject

The person to whom the personal information relates to. It is a living, identifiable natural person or an existing juristic person, company, close corporation, public entity (Mun) e.g., Seller / Buyer / Employee.

Responsible Party

Is the person/s or company who is responsible for the processing of personal information. Whether it is to collect, keep safe, disseminate or destruct it to perform a specific task e.g. Principal / Estate Agency / Trustees / Body Corporate etc.

Operator

Is the party processing personal information on behalf of the responsible party. The responsible party retains accountability e.g. the estate agency personnel who are processing the information or, a third party if the processing is outsourced e.g. IT Company.

Processing

Where reference is made to the “processing” of personal information, this will include any activity in which the information is worked with, from the time that the information is collected, shared, kept, up to the time that the information is destroyed, regardless of whether the information is a hard copy, or in electronic format.

INFORMATION OFFICER and DEPUTY INFORMATION OFFICER (if applicable)

Information Officer is: M Grove (Miss)
Cell No: 083 354 3572
Email: marika.grove@remax-randgro.co.za

Deputy Information Officer: L Jooste (Mrs)
Cell No: 072 189 6997
Email: lilian@remax-randgro.co.za

The Information Officer / Deputy Information Officer must:

- Develop the compliance framework and ensure it is implemented in line with the eight (8) conditions (see below) for the lawful processing of personal information.
- Do a personal information impact assessment to ensure adequate measures and standards. (What personal information we hold, where we hold it and for what purpose and is it necessary).
- Review the forms our agency uses to gather information (for example, application forms, employment contracts and purchase contracts) to determine whether it is necessary to request all the information dealt with in those forms and is the consent clause included.
- He/she must develop (this) manual and monitor, maintain, and make it available as prescribed in *section 14 and 51 of the Act*.
- Internal measures (7 forms) are developed together with adequate systems to process, requests for information from data subjects or access thereto, free of charge.
- Ensure internal training/awareness sessions to be conducted regarding the provisions of POPI Act and discuss it every two weeks.
- Working with the Regulator in relation to any investigations conducted in accordance with the relevant provisions of POPI Act (when needed).

PROCESSING PERSONAL INFORMATION AND PROTECTING THE RIGHTS OF OUR CLIENTS:

We undertake to implement, monitor, and maintain the **eight (8) conditions for the lawful processing of personal information**, to always follow POPI Act and to process personal information while protecting the right to privacy of our clients.

1. Accountability (Form 8)

The Principal / Manager (*responsible party*) must ensure that the conditions and all the measures set out in the Act are followed through in the office.

The Deputy Information Officer (*operator*) is L Jooste (Mrs), who will be tasked with the responsibility of compliance in our office. This individual will be held liable for non-compliance in certain day to day situations as described on his / her employment contract.

2. Processing Limitation (Form 1, 2, 5, 7)

Personal information may only be processed in a fair and lawful manner and only with the consent of the person whose information it is (*data subject*) and for the intention it was collected for.

- ✓ The personal information must be obtained directly from the person (*data subject*).
- ✓ The person should be aware that we gather his / her information and consent to the information to be used.
- ✓ If a third party is being used to collect personal data, the person (*data subject*) must consent to this information being shared and used by us first.
- ✓ Only information that is required for the specific purpose, for which it is gathered may be stored. (*No more than what is necessary*).

3. Purpose Specific (Forms 1, 2, 3, 5, 7)

We limit the amount of personal information collected and processed to only what is fit for the purposes as needed.

- ✓ The specific purpose must be documented and adhered to.
- ✓ *Data subject* has the right to know what information we have and for what purpose it was gathered.
- ✓ We will have to be able to link all personal information collected to legitimate reasons for collecting.
- ✓ Personal information may only be used for the specific purpose for which it was gathered and thereafter it must be destroyed.
- ✓ We will be required to account for what information we hold, for what purpose it was gathered and a date this information must be destroyed.
- ✓ We will destroy Personal Information, in a manner that prevents its reconstruction, after which we are no longer authorized to retain such records.

4. Further Processing Limitation (Forms 1, 2, 3, 5, 7)

Personal information may not be processed for a secondary purpose unless that processing is compatible with the original purpose.

- ✓ We retain personal information only for as long as it is needed, or longer if required by law.
- ✓ If we retain your personal information for budget or statistical purposes, we ensure that the personal information cannot be used further. (*It will be de-personalised*).
- ✓ Before we use existing personal information for any other purpose, other than what the information was gathered for, consent will be required from the *data subject* again.
- ✓ If he / she refuse, processing will stop.
- ✓ When gathering information, we will advise the *data subject* what the information will be used for and for what period we will hold that information.

5. Information Quality (Forms 1,3)

While in our possession, together with the data subject's assistance, we try to maintain the accuracy of personal information.

- ✓ We will obtain information directly from the data source to ensure accuracy, as far as possible.
- ✓ When advising *data subjects* of the information we hold and for what purpose we hold it, they will be given details of how to check, and update their information or withdraw consent.

6. Openness (Form 1, 2, 5, 7)

The *data subject* whose information we are collecting will be made aware that we are collecting such personal information and for what purpose the information will be used and his / her rights. *(Even if this is public record or he / she consented to collection from a 3rd party).*

- ✓ We will gather personal information from *data subjects* after them signing a consent form.
- ✓ The *data subject* will be informed of how the data will be used at the time of gathering the information.
- ✓ The *data subjects* will be given a letter with the details of the principal (responsible person) in our agency and the Information Regulator contact details.
- ✓ The *data subject* will be advised of his / her rights to complain to the Information Regulator if misuse is suspected.
- ✓ The *data subject* will always be advised of his / her rights to access his / her information and to object to the processing of said information.

7. Security Safeguards (Form 6)

We restrict, secure, and control all our information against unauthorised access, interference, modification, damage, loss, or destruction; whether physical or electronic.

- ✓ We will do a safety and security risk assessment from time to time to ensure we keep up with requirements and this will be discussed at our monthly staff meeting for all personnel's input.
- ✓ Our staff must be informed / trained to be compliant with POPI Act, and this training must be ongoing and up to date.
- ✓ We do everything we can to prevent personal information from falling into unauthorized hands.
- ✓ Our business premises, where records are kept, must remain protected by access control, burglar alarms and armed response.
- ✓ All our laptops, phones and computer network are protected by passwords which we change on a regular basis.
- ✓ We are using Outlook 365 which complies with industry standard security safeguards and meet the General Data Protection Regulation (GDPR). Which is standard in the European Union. We have firewalls and use *Kaspersky Internet Security*.
- ✓ We are a medium sized estate agency, so it is easy to determine which employees are permitted access to personal information and what information they are permitted to access .
- ✓ Personal information can only be accessed or modified by those employees with the password's authorising them to do so.
- ✓ The online profiles and access of staff who left the agency must be properly deleted.
- ✓ Each employee uses his / her own password to access the data, therefore we can identify the source of a data breach and we can neutralize such a breach.
- ✓ If there were a data breach, we will determine the source, neutralise it and prevent the re-occurrence of such a data breach.
- ✓ When we make use of an external operator our principal (responsible party) will, in terms of a written contract between our agency and the operator, ensure that the operator establishes and maintains the required security measures.
- ✓ The operator must advise immediately if there is the possibility that personal data has been accessed or acquired by any unauthorized person.
- ✓ The *data subject* will be advised via e-mail or in writing immediately if it is suspected that their personal information has been accessed by unauthorised persons. Sufficient information will be provided to allow the *data subject* to put measures in place to safeguard themselves against potential consequences of the security compromise.

- ✓ The Information Regulator will be informed in the event of a security breach where personal information could be compromised. It is the duty of the Responsible Person to ensure this process is followed.

8. **Data Subject Participations** (Form 2, 3, 4)

Data subjects may request whether their personal information is held, as well as the correction and / or deletion of any personal information held about them.

- ✓ *Data subjects* may request information from us on whether we are holding their personal information.
- ✓ This request will not be declined, and we will not charge for it.
- ✓ The *data subject* has the right to correct the personal information that we hold.
- ✓ They also have the right to withdraw consent at any time.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We only collect the minimum amount of information that is relevant to the purpose. If you interact with us over the internet, the personal information we collect depends on whether you just visit our website or require our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

- ✓ If you use our services, personal information is required to fulfil the requirements of that service.
- ✓ We usually collect only name and contact details, financial qualifications (if completed by you).
- ✓ While doing a price estimation to place a property on the market, we need the basic info and will be able to source the property info from the deeds office systems (Lightstone and Property 24).
- ✓ To assist selling the property we need to have basic personal info and financial info to know if the sellers will be able to sell the property, cancel the bond, pay all fees, and move to another property.

Generally, we collect the following personal information to complete contracts. If there is any specific personal information to collect, we will indicate as such, at the time of collection.

- ✓ Name, surname and maiden name
- ✓ Identification number/s
- ✓ Married / single status
- ✓ E-mail address
- ✓ Physical / postal address / erf number / complex details
- ✓ Telephone number/s
- ✓ Financial details (for bond qualification – buyers and bond cancellations – sellers and rentals).

WHO MIGHT WE SHARE YOUR PERSONAL INFORMATION WITH?

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers:

- ✓ Colleague's or other estate agencies
- ✓ Attorneys
- ✓ Bond consultants
- ✓ Compliance inspectors
- ✓ Homeowner association
- ✓ Trustees
- ✓ In some cases, public or legal authorities.

TRANSBORDER INFORMATION FLOWS

Estate agencies are unlikely to process personal information to be sent transborder, but if there is an international component to the work which we are doing for you, and if we are required to share your personal information with an overseas recipient, you are entitled to ask us how your personal information will be protected in this foreign country, and we will endeavour to assist you.

CIRCUMSTANCES REQUIRING PRIOR AUTHORISATION

Estate agencies are unlikely to process personal information under circumstances requiring authorisation from the regulator, but should it be necessary the guidance by the Information Officer will be sought regarding POPIA.

SPECIAL PERSONAL INFORMATION

While we recognise that protecting all personal information is important in gaining and maintaining your trust, special personal information is often afforded a higher level of protection. Estate agencies are unlikely to process special personal information, but should it be necessary the guidance by the Information Officer will be sought regarding POPIA.

THE PROCESSING OF PERSONAL INFORMATION OF CHILDREN

Estate agencies are unlikely to process any personal information of children except maybe with a young student or where adults put a property on a child's name.

To all students (Student Accommodation)

This is an especially important notice which we must share with you and any one of your parents or legal guardians if you are under the age of 18. To make use of our services, we need information which is personal to you. For example, your name, your email address, and your phone number. It might be so that we cannot use your information unless your parent / guardian agrees.

To parents / legal guardians

In order for children to make use of our services we need to use their personal information and for this we are required by law to obtain the consent of a parent or legal guardian. Before deciding on consent, it is important for parents to understand our information security and privacy policies. It is equally important for parents to explain to children, the implications of not providing our organisation with the proper consent. Please sign our consent form on behalf of your child.

DIRECT MARKETING (Form 4)

Where we as an estate agency need to contact a person for the first time with marketing communication which was not requested (unsolicited),

- ✓ The agency must obtain consent before any marketing to individuals.
- ✓ The agency may approach someone for direct marketing consent once only,
- ✓ And only if they have not withheld consent previously.

We may only carry out direct marketing (using any form of communication) to previous clients if:

- ✓ The potential client was given an opportunity to object to receiving direct marketing material by us, at the time that their personal information was collected.
- ✓ And they did not object then.
- ✓ Or at any other time, after receiving any such direct marketing communications from us.

We may only approach clients using their personal information

- ✓ If we have obtained their consent to use their personal information in the context of providing services associated with marketing to them,
- ✓ And we may then only market estate agency services to them.

We will stick to permitted contact times.

The prohibited times for marketing are:

- ✓ Sundays or public holidays;
- ✓ Saturdays before 09h00 and after 13h00;
- ✓ And all other days between the hours of 20h00 and 08h00 the following day.

We are aware that we are not allowed to use lists purchased from a lead generation business if:

We purchased if from a lead generation business, without obtaining confirmation from the list's provider, that the records have been obtained and stored in a way that is compliant with POPIA.

The “unsubscribe” option must be on our marketing e-mails.

All electronic direct marketing communications must contain an “unsubscribe” option.

Similarly, physical post boxes containing a direction that “no junk mail”.

We will make use of a bulk e-mail and SMS software that keeps track of “**opt-in**” and “**opt-out**” information and automatically includes an automatic “**opt-out**” on each message sent to existing clients and others that have “**opted-in**” to receive marketing; and to ask people directly if they may be added to the agency’s database.

We will include the sender’s details on all e-mails

An address or other contact details to which the recipient may reply / send a request that such communications cease.

DATA BREACH NOTIFICATION

Where there are reasonable grounds to believe that a *data subject*’s personal information has been accessed or acquired by an unauthorised person, the estate agency (*as responsible party*), or any third-party, processing personal information, on instruction from the estate agency (*the operator*), must notify the Information Regulator and the *data subject* in writing as soon as possible.

THE INFORMATION REGULATOR IS RESPONSIBLE FOR THE INVESTIGATION AND ENFORCEMENT OF POPIA

A person contravenes the provision of POPIA if he / she:

- Hinders, obstructs, or unlawfully influences the Information Regulator.
- Fails to comply with an information or enforcement notice.
- Give false evidence before the Information Regulator on any matter after having been sworn in or having made an affirmation.
- Contravenes the conditions.

knowingly or recklessly, without the consent of the responsible party, obtains, discloses, or procures the disclosure, sell, or offers to sell details of a *data subject* to another person; and will be guilty of an offence.

CONTRAVENTION OF POPI ACT.

Could result in far-reaching sanctions, these include the imposition of fines up to R10 million, imprisonment for a period for 12 months to 10 years and / or damages claimed by the *data subject*.

THE SA INFORMATION REGULATOR

You have the right to lodge a complaint with the SA Information Regulator.

The Information Regulator (South Africa)
PO Box 31533
27 Stiemens Street
Braamfontein
2017

The Information Regulator (South Africa)
Complaints.IR@justice.gov.za

SCHEDULE OF CLAUSES AND FORMS

- | | |
|-----------|--|
| 1. Form 1 | CONSENT TO PROCESS (USE) PERSONAL INFORMATION |
| 2. Form 2 | OBJECTION TO PROCESS (USE) PERSONAL INFORMATION |
| 3. Form 3 | REQUEST TO CORRECT OR DELETE PERSONAL INFORMATION |
| 4. Form 4 | CONSENT / REFUSAL TO DIRECT MARKETING |
| 5. Form 5 | INTRODUCTORY LETTER TO CLIENT RE POPIA |
| 6. Form 6 | EMPLOYEE COMPLIANCE WITH POPIA |
| 7. Form 7 | CLAUSES FOR MANDATES AND CONTRACTS |
| 8. Form 8 | DESIGNATION AND DELEGATION OF AUTHORITY TO THE DEPUTY
INFORMATION OFFICER |
| 9. Form 9 | AUTHORISATION OF INFORMATION OFFICER |



RE/MAX
RANDGRO

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FORM 1

INTRODUCTORY LETTER TO CLIENT RE: PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

Dear Client,

The Protection of Personal Information Act (POPIA) is now in operation and we as an estate agency need to comply. The Protection of Personal Information Act (POPIA) is intended to balance the scale legally by protecting a person's constitutional rights to privacy (which requires our personal information to be protected); and the needs of business to have access to and to process (work with) a person's specific personal information to perform the task they are set out to do.

This letter is part of our agency's steps to enforce the POPI Act, by notifying you and giving you better insight into the way we implement POPIA. You can request a copy of our agency's internal POPIA compliance manual. All our staff are bound by confidentiality provisions in their letters of appointment, and we will only pass on your personal information to third parties who need it for the purposes of their work, related to what we do for you. (Another estate agency to fulfil our mandate to you or attorney to register transaction, etc.)

We undertake to protect your personal information in the prescribed manner, and will always ask your permission, before we obtain your personal information from you. We will also occasionally collect your personal information from 3rd parties with your consent, and from public records. This information is collected and stored for a specific purpose only to perform the task you have given us. (This could be, for example, the sale or purchase of a property, or the rental or letting of a property or as a homeowner to trustees in a complex).

If you are required to share your personal information with an overseas recipient, you are entitled to ask us, about the steps we are taking to protect it, in the foreign country. We will only share your personal information as is needed and is required by the authorities, and we will only do so, if necessary, to complete tasks at your request.

You have the right to access your personal information and to correct any errors in it. You have the right to revoke permission to process your data at any time, but please note that if you exercise this right, it may result in us not being able to do our job properly. This could mean that you then commit a breach of contract if this is the reason why a mandate or contract cannot be executed.

You are still legally obliged to provide the information, that we need to comply with the Financial Intelligence Centre Act (FICA). Please note that we are still required by law to retain your FICA information for a period after we have completed our work. During this period, your personal information will be protected. After this period expires, your personal information will be destroyed, in a way that de-identifies you.

To keep your data safe, we secure and control all our information against unauthorised access in the event of damage, loss or destruction (physical or electronic). We do everything in our power to prevent personal information from falling into unauthorised hands. Our business premises where records are kept must be protected by access control, burglar bars and armed response. All our laptops, telephones and computer network are protected by passwords that we change regularly.

Each employee uses his/her own password to access the data. Therefore, we can identify the source of a data breach and deal with and eliminate such violation. If there has been a data breach, we will determine the origin, correct it and prevent the recurrence of such data breach. You will be notified immediately by e-mail or in writing, if it is suspected



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that access to your personal information has been obtained by an unauthorised person. Sufficient information will be provided to enable you, to take measures, to protect yourselves from possible consequences of such data breach.

You have the right to lodge a complaint with the SA Information Regulator if you have complaints regarding the handling of your personal information by any business.

The Information Regulator (South Africa)
P O Box 31533
Braamfontein
27 Stiemens Street
Braamfontein
2017

The Information Regulator (South Africa) e-mail: complaints.IR@justice.gov.za.

We trust that our processing of your personal information will be done in a manner that complies with all applicable laws and that your privacy rights will be protected as required by law.

Kind regards,
RE/MAX RANDGRO

I/We the undersigned

..... (Name) (Name)

Hereby acknowledge receipt of Form 5, Introductory letter to client. **(THE PROTECTION OF PERSONAL INFORMATION ACT)** from **RANDGRO INVESTMENTS CC trading as RE/MAX RANDGRO.**

SIGNED AT (place) ON (date)

.....
SIGNATURE

.....
SIGNATURE



FORM 2

CONSENT TO PROCESS (USE) PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

I/We the undersigned

..... (Name) (ID NO)

..... (Name) (ID NO)

Hereby give my/our consent for the processing (use) of our personal information by **RANDGRO INVESTMENTS CC** trading as **RE/MAX RANDGRO** for the purposes of carrying out the following work:

(Please tick the appropriate box):

- ☐ Assisting me with the estimated value of a property. *(Info may be sourced from 3rd parties)*
- ☐ Assisting me with the marketing/sale of my property. *(Info may be shared with agencies & parties if needed)*
- ☐ Assisting me with the purchase of a property. *(Info may be shared with all involved in the process)*
- ☐ The co-marketing of your property with other agencies. *(Info may be shared with all involved in the process)*
- ☐ Other estate agency work *(please specify)*

.....

- ☐ The drafting of a contract to purchase. *(Info may be shared with all involved in the process).*
- ☐ The application of a mortgage bond *(Info may be shared with bond consultants if needed)*
- ☐ The assistance with Certificates of Compliance *(Info may be shared with inspection co if needed)*
- ☐ The assistance with transfer of property *(Info may be shared with all involved in the process)*
- ☐ Other *(please specify)*

.....

This consent is furnished on condition that my/our personal information shall be used and processed in accordance with the Protection of Personal Information Act.

SIGNED AT **(place)** on **(date)**

.....
(SIGNATURE)

.....
(SIGNATURE)

Undertaking by **RANDGRO INVESTMENTS CC trading as RE/MAX RANDGRO** unless we have your clear informed consent or the law clearly allows us in certain limited circumstances, we will not:

- Sell your personal information
- Use your personal information for other purposes than those for which it was collected for in the first place
- Share your personal information with third parties in circumstances other than we have referred to above.



FORM 3

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.

A	DETAILS OF DATA SUBJECT
Name(s) and Surname / registered Name of Data Subject :	
Unique Identifier / Identity Number	
Residential, Postal, or Business Address :	
Contact Number(s)	
Fax Number / E-mail Address :	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and Surname / Registered Name of Responsible Party :	
Residential, Postal, or Business Address :	
Contact Number(s)	
Fax Number / E-mail Address :	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of 20

.....
Signature of data subject / designated person

**FORM 4****RE/MAX****RANDGRO**

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**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION (PI) OR DESTROYING OR DELETION OF
 RECORD OF PERSONAL INFORMATION (PI) IN TERMS OF SECTION 24(1) 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 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 request box with an "X"

☐ Correction or deletion of the personal information (PI) 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 (PI) 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.

A	DETAILS OF THE DATA SUBJECT
Name(s) and Surname / Registered Name of Data Subject :	
Unique Identifier / Identity Number :	
Residential, Postal, or Business Address :	
	Code ()
Contact Number(s)	
Fax Number / E-mail Address :	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and Surname / Registered Name of Responsible Party :	
Residential, Postal, or Business Address :	
	Code ()
Contact Number(s):	
Fax Number / E-mail Address :	
C	INFORMATION TO BE CORRECTED / DELETED / DESTRUCTED / DESTROYED
REASON FOR *CORRECTION OR DELETION OF THE PI 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 REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PI ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(B) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i>	

Signed at this day of 20

.....
 Signature of Data Subject / Designated Person

Randgro Investments cc 1986/005880/23 t/a RE/MAX Randgro (Benoni)

Director: Marika Grové Principal FFC 202624009420000

A Franchise as per Franchise Agreement with RE/MAX of Southern Africa and registered with the PPRA

Each Office Independently Owned and Operated



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FORM 5

APPLICATION FOR CONSENT TO DIRECT MARKETING

Name & Surname:

E-mail Address:

Cell Number:

Dear Sir / Madam,

We regularly send out newsflashes and other interesting information using electronic means and this could be categorized as direct marketing. We would love to have you on our mailing list, but for this to happen we need your consent.

If you would like to receive these communications, please sign off on the consent below and send it back to us.

We look forward to staying in touch.

Kind regards

RANDGRO INVESTMENTS CC t/a RE/MAX RANDGRO

I/We,(full names)

hereby **GIVE my/our CONSENT** to receive direct marketing of real estate services to be marketed by means of electronic communications from **RANDGRO INVESTMENTS CC t/a RE/MAX RANDGRO** by way of (circle your choice).*

Emails

SMS messages

Both email and SMS

hereby **REFUSE my/our CONSENT** to receive direct Marketing of real estate services to be marketed by means of electronic communications from **RANDGRO INVESTMENTS CC t/a RE/MAX RANDGRO**

.....
SIGNATURE: CLIENT

.....
SIGNATURE: CLIENT

Randgro Investments cc 1986/005880/23 t/a RE/MAX Randgro (Benoni)
Director: Marika Grové Principal FFC 202624009420000

A Franchise as per Franchise Agreement with RE/MAX of Southern Africa and registered with the PPRA

Each Office Independently Owned and Operated

FORM 6: Addendum to the RE/MAX RANDGRO letter of appointment

**ADDENDUM TO EMPLOYMENT CONTRACT / INDEPENDENT CONTRACTORS
AGREEMENT WITH RE/MAX RANDGRO IN COMPLIANCE WITH THE
PROTECTION OF PERSONAL INFORMATION ACT (POPI).**

NAME OF EMPLOYEE / INDEPENDENT CONTRACTOR

1. The Employee/Independent Contractor hereby acknowledges receiving training on the company's POPI manual.
2. The employee/independent contractor hereby undertakes:
 - 2.1 to comply with the terms of the POPI manual; and
 - 2.2 to maintain the confidentiality of all our clients' and our colleagues' personal information and affairs.
 - 2.3 to notify the Principal or a Director of the company immediately where there are reasonable grounds to believe that the personal information of a client or a colleague has been accessed or acquired by any unauthorized person.
3. The Employee/Independent Contractor hereby gives their consent for their personal information held by the Employer/Principal to be processed for the purposes of their employment with the Employer/Principal, in accordance with the provisions of POPI and any applicable labour and taxation laws.

Signed and dated at _____ (place) on _____ (date)

EMPLOYEE / INDEPENDENT CONTRACTOR

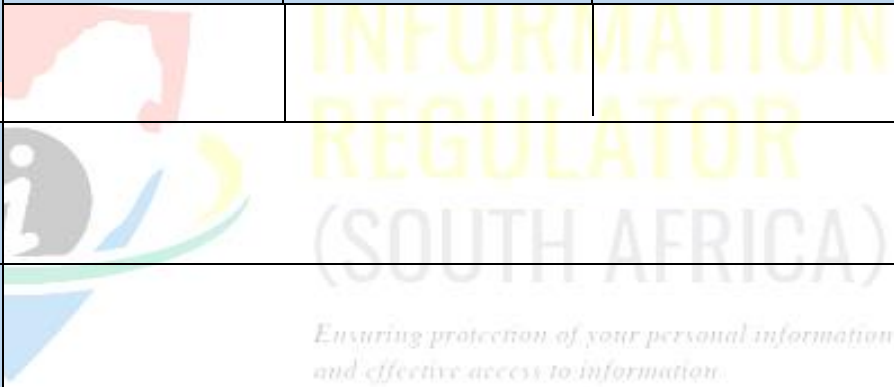


INFORMATION OFFICER'S REGISTRATION FORM

NOTE: *The personal information submitted herein shall be solely used for your registration with the Information Regulator ("Regulator").*

All the information submitted herein shall be used for the purpose stated above, as mandated by law. This information may be disclosed to the public. The Regulator undertakes to ensure that appropriate security control measures are implemented to protect all the information to be submitted in this document.

PART A INFORMATION OFFICER	
Full Name of Information Officer	
Designation	
Postal Address	
Physical Address	
Cellphone Number	
Landline Number	
Fax Number	
Direct Email Address	
General Email Address	

PART B			
DEPUTY INFORMATION OFFICER			
Personal details of designated or delegated Deputy Information Officer(s)	Name	Name	Name
	Direct Landline	Direct Landline	Direct Landline
	Cellphone Number	Cellphone Number	Cellphone Number
	Email Address	Email Address	Email Address
Postal Address			
Physical Address			
Fax Number			
General Email			

PART C			
BODY / RESPONSIBLE PARTY			
Type of Body	Public Body		Private Body
Full Name of the Body (Registered Name)			
Trading Name			
Registration No, if any			

Postal Address	
Physical Address	
Landline Number	
Fax Number	
Email Address	
Website	

**PART D
DECLARATION**

I declare that the information contained herein is true, correct and accurate.

*Ensuring protection of your personal information
and effective access to information.*

SIGNED and **DATED** at _____ on this the _____ day of _____ **202**__


INFORMATION OFFICER

PART E

THE FOLLOWING INFORMATION IS REQUIRED FOR STATISTICAL PURPOSES

Please choose a sector(s) that apply to your Body

GOVERNMENT			PUBLIC ENTITIES			PRIVATE BODY			PROFESSION		
Item	Classification of Government	X	Item	Classification of a Public Entity	X	Item	Name of Industry Sector	X	Item	Type of profession	X
1.	National Government		1.	Constitutional Entities		1	Education		1	Legal	
2.	Provincial Government		2.	Schedule 2 Public Entity		2	Financial		2	Built Environment	
3.	Local Government		3.	Schedule 3A Public Entity		3	Health Facilities		3	Financial	
LEGISLATURE			4.	Schedule 3B Public Entity		4	Telecommunications		4	Medical and Allied Health Services	
National Assembly			5.	Schedule 3C Public Entity		5	Pharmaceutical		OTHERS, Specify		
National Council of Provinces			OTHERS, specify			6	Media and Social Media		5.		
Gauteng Provincial Legislature			7	Retail/Direct Marketing							
Western Cape Provincial Legislature			8	Tourism							

GOVERNMENT		PUBLIC ENTITIES	PRIVATE BODY		PROFESSION
Northern Cape Provincial Legislature			9	Transportation, Storage and Logistics	
Limpopo Provincial Legislature			10	Manufacturing/Production	
Northwest Provincial Legislature			11	Banks	
Free State Provincial Legislature			12	International Organizations	
Mpumalanga Provincial Legislature			13	Real Estate	
Eastern Cape Provincial Legislature			OTHERS, specify		
KwaZulu-Natal Provincial Legislature					

**Form 8: Designation and delegation to Deputy Information Officer
(Annexure B of the Guidance Notes issued on 1 April 2021)**

**DESIGNATION AND DELEGATION OF AUTHORITY TO THE DEPUTY
INFORMATION OFFICER**

*(In terms of section 56 of the Protection of Personal Information Act, 2013 (POPIA) and Section
17(1) of the Promotion of Access to Information Act, 2000 (PAIA)*

I, the undersigned,

hereby designate as a Deputy Information Officer of

.....

Furthermore, I hereby delegate to you the following powers, duties and
responsibilities, as conferred or imposed on me by POPIA and PAIA

*Ensuring protection of your personal information
and effective access to information.*

Please be advised that I reserve the right to exercise any of the powers, duties and
responsibilities conferred herein, as well as the right to amend and/or withdraw any of
those powers, duties and responsibilities.

.....

Information Officer

*By my signature herein below, I hereby accept the delegation and designation as the Deputy Information
Officer*

.....

DEPUTY INFORMATION OFFICER

DATE

**Form 9: Authorisation of Information Officer
(Annexure C of the Guidance Notes issued on 1 April 2021)**

ANNEXURE C

AUTHORISATION OF INFORMATION OFFICER

*(In terms of the Promotion of Access to Information Act,
2000)*

I, the undersigned,

.....

hereby authorize as an Information Officer of
..... and authorise
you to exercise any of the powers, duties and responsibilities conferred or imposed
on me by the Protection of Personal Information Act, 2013 and the Promotion of
Access to Information Act, 2000(PAIA

Please be advised that I reserve my right to exercise any of the powers, duties and
responsibilities conferred herein, as well as the right to amend and/or withdraw any of
those powers, duties and responsibilities.

*Ensuring protection of your personal information
and effective access to information.*

*By my signature herein below, I hereby accept the authorisation as an Information
Officer*

.....

Designation: INFORMATION OFFICER

Date: _____