



Internal Directive	No. 40-032-EN	
POPI Policy	Version 1.3	Valid from 11/01/2022

CONTENTS

1. INTRODUCTION.....	1
2. WHAT IS PERSONAL INFORMATION?.....	1
3. PERSONAL INFORMATION COLLECTED	2
4. HOW PERSONAL INFORMATION IS USED	2
5. DISCLOSURE OF PERSONAL INFORMATION.....	3
6. SAFEGUARDING CLIENTS’ INFORMATION	4
7. ACCESS AND CORRECTION OF PERSONAL INFORMATION	5
8. AMENDMENTS TO THIS POLICY	6
9. COMPLIANCE	6
10. QUALIFIED SIGNATURES:	6

1. INTRODUCTION

- 1.1. LAPP Southern Africa (LAPP) is requiring complying with The Protection of Personal Information Act No 4 of 2013 (‘POPI’).
- 1.2. POPI requires LAPP to inform their clients as to how their Personal Information is used, disclosed, and destroyed.
- 1.3. LAPP its commitment to protecting their client’s privacy and ensuring their Personal Information is used appropriately, transparently, securely and in accordance with applicable laws.
- 1.4. This Policy sets out how LAPP deals with their client’s Personal Information and in addition for what purpose said information is used for. This Policy is made available on our company website www.lappgroup.co.za and by request at our company.
- 1.5. Section 9 of POPI states that “Personal Information may only be processed if given the purpose for which it is processed, it is adequate, relevant and not excessive.”

2. WHAT IS PERSONAL INFORMATION?

Personal Information is defined by the Protection of Personal Information Act (the Act) as: “Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

- (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic, or social origin, color, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, and birth of the person.

Author V Botha	Replace previous version	Page 1 of 6
-------------------	--------------------------	-------------



Internal Directive	No. 40-032-EN	
POPI Policy	Version 1.3	Valid from 11/01/2022

- (b) information relating to the education or the medical, financial, criminal or employment history of the person.
- (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person.
- (d) the biometric information of the person; (e) the personal opinions, views, or preferences of the person.
- (f) 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.
- (g) the views or opinions of another individual about the person; and
- (h) 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. PERSONAL INFORMATION COLLECTED

- 3.1. LAPP collects and processes clients Personal Information pertaining to clients Financial Needs. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Whenever possible, we will inform the client what information they are required to provide us with and what information is optional. Examples of the Personal Information we collect includes but is not limited to:
- Company proof of address, tax clearance certificate, registration, VAT registration.
 - Director/Member/Trustee identification information and contact information
 - Auditing details.
 - Trade references.
- 3.2. LAPP also collects and processes clients Personal Information for marketing purposes to ensure our products and services remain applicable to our clients and potential clients.
- 3.3. We have agreements in place with all our Product Suppliers, Insurers, and third-party Service Providers to ensure there is a mutual understanding regarding the protection of Client Personal Information. Our suppliers are subject to the same regulations as we are subjected to.
- 3.4. With client’s consent, we may also supplement the information provided with information we receive from other providers in order to offer a more consistent and personalized experience in clients’ interaction with us.
- 3.5. For purposes of this Policy, clients included Potential and Existing clients.

4. HOW PERSONAL INFORMATION IS USED

Author V Botha	Replace previous version	Page 2 of 6
-------------------	--------------------------	-------------



Internal Directive	No. 40-032-EN	
POPI Policy	Version 1.3	Valid from 11/01/2022

4.1. Client's Personal Information will only be used for the purpose for which it was collected and agreed. This may include:

- Providing products or services to clients and to carry out the transactions requested.
- Conducting credit reference searches or verification.
- Confirming, verifying, and updating client's details.
- Conducting market or customer satisfaction research and surveys.
- For audit and record keeping purposes.
- In connection with legal proceedings.
- Providing our services to clients to carry out the services requested and to maintain and constantly improve the relationship.
- Providing communications in respect of LAPP Southern Africa and regulatory matters that may affect clients; and
- In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

4.2. According to section 10 of POPI, Personal Information may only be processed if certain conditions are met which are listed below along with supporting information for LAPP Southern Africa processing of Personal Information:

- Client consents to the processing – consent is obtained from clients during the introductory, Appointment and Needs Analysis stage of our relationship.
- The processing is necessary – in order to conduct an accurate Analysis of credit applications.
- Processing protects a legitimate interest of the client – it is in the client's best interest to have a full and proper Needs Analysis performed in order to provide them with an applicable and beneficial product, this requires obtaining Personal Information.
- Processing is necessary for pursuing the legitimate interests of LAPP Southern Africa or of a third party to whom information is supplied – to provide our clients with products, both ourselves and our Product suppliers and insurers need certain Personal Information from the clients to make an expert decision on the unique and specific product they require.

5. DISCLOSURE OF PERSONAL INFORMATION

5.1. We may disclose clients' Personal Information to our providers whose services or products clients elect to use. We have agreements in place to ensure that they

Author V Botha	Replace previous version	Page 3 of 6
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Internal Directive	No. 40-032-EN	
POPI Policy	Version 1.3	Valid from 11/01/2022

comply with confidentiality and privacy conditions.

- 5.2. We may also share client Personal Information with and obtain information about clients from third parties for the reasons already discussed in 2.4 above.
- 5.3. We may also disclose clients' information where we have a duty or a right to disclose in terms of applicable legislation, the law or where it may be necessary to protect our rights.

6. SAFEGUARDING CLIENTS' INFORMATION

- 6.1. It is a requirement of POPI to adequately protect the Personal Information we hold and to avoid unauthorized access and use of your Personal Information. We will continuously review our security controls and processes to ensure that your Personal Information is secure.
- 6.2. The following procedures are in place in order to protect your Personal Information:
 - 6.2.1. **The Appointed LAPP Southern Africa Information Officer** is Roelf Ellis, whose details are available below and who is responsible for the encouragement of compliance with the conditions of the lawful processing of Personal Information and other provisions of POPI.
 - 6.2.2. **THIS POLICY** has been put in place throughout LAPP Southern Africa and policy is enforced by our information officer.
- 6.3. Each employee will be required to sign a **CONFIDENTIALITY AGREEMENT** which will be considered an annexure to their Employment Contract.
- 6.4. Our archived client information is stored on site at the LAPP Southern Africa premises.
- 6.5. Our Product suppliers, Insurers and other Third-Party Service Providers will be required to sign a **LAPP POPI AGREEMENT** guaranteeing their commitment to the Protection of Personal Information these will be in place by 31 December 2019.
- 6.6. The hard copy of the client's information is kept secure in a locked and sealed container on the LAPP premises.
- 6.7. LAPP's internal server hard drives are RAIDED, and electronic files are **BACKED UP daily**, responsible for system security which protects third party access and physical threats.
- 6.8. A **PROCEDURE MANUAL** has been drafted to ensure that all personal information is access and processed only by the information security officer. A log of all personal information processed by LAPP Southern Africa is kept.
- 6.9. **CONSENT** to process client information is obtained from clients (or a person who has been given authorization from the client to provide THE CLIENT'S Personal Information) during the Introductory, Appointment and Needs Analysis stage of the relationship.

Author V Botha	Replace previous version	Page 4 of 6
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Internal Directive	No. 40-032-EN	
POPI Policy	Version 1.3	Valid from 11/01/2022

7. ACCESS AND CORRECTION OF PERSONAL INFORMATION

7.1. Clients have the right to access the Personal Information we hold about them. Clients also have the right to ask us to update, correct or delete their Personal Information on reasonable grounds. Once a client objects to the processing of their Personal Information, LAPP may no longer process said Personal Information. We will take all reasonable steps to confirm our clients' identity before providing details of their Personal Information or making changes to their Personal Information.

7.2. The details of our Information Officer and head office are as follows:

- **INFORMATION OFFICER'S DETAILS**

NAME: Roelf Ellis

TELEPHONE NUMBER: 011 201 3200

POSTAL ADDRESS: PO BOX 7311, Bonaero Park,1622

PHYSICAL ADDRESS: 55 Maple Street, Pomona, Kempton Park,1619

- **DEPUTY INFORMATION OFFICER'S DETAILS**

NAME: Tarien Dercksen

TELEPHONE NUMBER: 011 201 3200

POSTAL ADDRESS: PO BOX 7311, Bonaero Park,1622

PHYSICAL ADDRESS: 55 Maple Street, Pomona, Kempton Park,1619

- **ENQUERY / COMPLAINTS:**

Email: HR.ZA.LZA@Lapp.com

- **HEAD OFFICE DETAILS**

TELEPHONE NUMBER: 011 201 3200

POSTAL ADDRESS: PO BOX 7311, Bonaero Park,1622

PHYSICAL ADDRESS: 55 Maple Street, Pomona, Kempton Park,1619

Author V Botha	Replace previous version	Page 5 of 6
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Internal Directive	No. 40-032-EN	
POPI Policy	Version 1.3	Valid from 11/01/2022

E-MAIL ADDRESS: Info.ZA.LZA@Lapp.com

WEBSITE: www.lappgroup.co.za

8. AMENDMENTS TO THIS POLICY

Amendments to this Policy will take place on an *ad hoc* basis or at least once a year. Clients are advised to check our website periodically to inform themselves of any **changes**.

9. COMPLIANCE

The compliance to this directive/procedure is obligatory. The compliance with this directive/procedure is audited regularly.

10. QUALIFIED SIGNATURES:

Mr. Chad Andrews

Managing Director – Lapp Southern Africa
Africa

Mrs. V Botha

Head of Finance and HR – Lapp Southern
Africa

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Author V Botha	Replace previous version	Page 6 of 6
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