



POPIA POLICY MANUAL AND COMPLIANCE FRAMEWORK

(Prepared in terms of Chapter 3 - Part A of the Protection of Personal Information Act, 2013 - POPIA)

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1. Introduction

SOCIAL SOLUTIONS SA is a Digital Marketing, Graphic Design AND WEB DEVELOPMENT Company. We provide a professional service and solutions to individuals and companies across a broad spectrum of disciplines.

We assist with Graphic Design, Corporate Identities, Web Development, Social Media Management/Marketing and Digital Campaigns through Social Media, Google Ads and Newsletters.

As the Responsible Party, SOCIAL SOLUTIONS SA is committed to comply with The Protection of Personal Information (POPI) Act which requires us to:

- 1.1.** Sufficiently inform clients (data subjects), of the purpose for which we will process their personal information;
- 1.2.** Protect our Information assets from threats, whether internal or external, deliberate or accidental, to ensure business continuation, minimize business damage and maximize business opportunities.
- 1.3.** This policy and compliance framework establishes measures and standards for the protection and lawful processing of personal information within the Company and provides principles

regarding the right of an individual to privacy and the reasonable safeguarding of their personal information.

1.4. All employees, subsidiaries, business units, departments and individuals directly associated with SOCIAL SOLUTIONS SA are responsible for adhering to this policy and for reporting any security breaches or incidents to the Information Officer.

1.5. Any Service Provider that provides Information Technology services, including data storage facilities, to our organization must adhere to the requirements of the POPI Act to ensure adequate protection of personal information held by them on our behalf. Written confirmation to this effect must be obtained from relevant service providers.

2. Purpose

The purpose of this policy is to inform clients and enable SOCIAL SOLUTIONS SA to:

- 2.1.** Comply with the laws in respect of all personal information it holds about clients;
- 2.2.** Follow good practice;
- 2.3.** Protect SOCIAL SOLUTIONS SA's reputation;
- 2.4.** Protect SOCIAL SOLUTIONS SA from the consequences of a breach of its responsibilities;
- 2.5.** Protect the clients against loss or breach of their personal information.

3. Policy Principles

3.1. Accountability

SOCIAL SOLUTIONS SA will take reasonable steps to ensure that all personal information obtained from clients is stored safely and securely.

3.2. Processing Limitation

- SOCIAL SOLUTIONS SA will collect personal information directly from clients.
- SOCIAL SOLUTIONS SA will obtain personal information from its website where clients register to enquire about our products, services and solutions
- Once in our possession, SOCIAL SOLUTIONS SA will only process or release client information with a client's consent, except where we are required to do so by law. In the latter case SOCIAL SOLUTIONS SA will always inform the client.

3.3. Specific Purpose

SOCIAL SOLUTIONS SA collects personal information from clients for the purpose of supplying them with a better solutions, product or services and also to give clients access to SOCIAL SOLUTIONS SA's DIY ASSESSMENT Form.

3.4. Limitation on Further Processing

Personal information may not be processed further in a way that is incompatible with the purpose for which the information was collected initially. SOCIAL SOLUTIONS SA collects personal information for application to solutions and general communication with clients. It will only be used for this purpose.

3.5. Information Quality

SOCIAL SOLUTIONS SA is responsible for ensuring that client information is complete, up to date and accurate before use. This means that it may be necessary to request clients, from time to time, to update their information and confirm that it is still relevant. If we are unable to reach a client for this purpose their information will be deleted from our records.

3.6. Transparency/Openness

Where personal information is collected from a source, other than directly from a client, (EG. Social media, referrals, etc.) SOCIAL SOLUTIONS SA is responsible for ensuring that the client is aware:

- That their information is being collected;
- Who is collecting their information by giving them our details;
- Of the specific reason for the collection of their information.

3.7. Security Safeguards

- SOCIAL SOLUTIONS SA will ensure technical and organisational measures to secure the integrity of personal information.
- Guard against the risk of loss, damage or destruction thereof.
- Personal information must also be protected against any unauthorised or unlawful access or processing.
- SOCIAL SOLUTIONS SA is committed to ensuring that information collected is only used for legitimate purposes with client consent and only by authorised employees of our Business.

3.8. Participation of Individuals

- Clients are entitled to know the particulars of their personal information held by SOCIAL SOLUTIONS SA, as well as the identity of any authorised employee of our Company that has access thereto.
- Clients are entitled to correct any information at any time.
- Clients are entitled to request SOCIAL SOLUTIONS SA to remove their information from its records at any time.

4. Operational Considerations

4.1. Monitoring

- Management and the Information Officer are responsible for administering and overseeing the implementation of this policy and, as applicable, supporting guidelines, standard operating procedures, notices, consents and appropriate related documents and processes.
- All employees and individuals directly associated with SOCIAL SOLUTIONS SA are to be trained, according to their functions, in the regulatory requirements, policies and guidelines that govern the protection of personal information.
- SOCIAL SOLUTIONS SA will conduct periodic reviews and audits, where appropriate, to ensure compliance with this policy and guidelines.

4.2. Operating controls

SOCIAL SOLUTIONS SA will establish appropriate standard operating procedures that are consistent with this policy and regulatory requirements. This will include:

- Allocation of information security responsibilities.
- Incident reporting and management.
- User ID addition or removal.
- Information security training and education.
- Data backup.

5. Storage of Information

SOCIAL SOLUTIONS SA makes use of a hosting storage service and the server which holds our information is based in South Africa & Germany. In terms of Section 72 of the POPIA, SOCIAL SOLUTIONS SA must adhere to the following conditions:

- 5.1.** The recipient of the information (hosting service) is subject to a law which regulates trans-border information flow and personal information in a way which is substantially similar to POPIA;
- 5.2.** SOCIAL SOLUTIONS SA must obtain a client's consent;
- 5.3.** SOCIAL SOLUTIONS SA must inform a client where his/her information is stored.

The hosting services utilized by SOCIAL SOLUTIONS SA are fully compliant with The General Data Protection Regulation (GDPR) which is globally recognized. The GDPR is a unified framework of data privacy rules which is similar to that of the POPIA and it imposes strict regulations on how organizations collect, store and manage personal information.

The hosting service has a dedicated team of security experts who constantly monitors and improves its security policies to help protect data in line with the provisions of the GDPR. SOCIAL SOLUTIONS SA's data is stored on their South African/Germany based servers for as long as we need and we have the ability to the complete removal of information at any moment in time.

6. Company and Information Officer Details

6.1. SOCIAL SOLUTIONS SA

43 Wavecrest Road, Athlone Park, KwaZulu-Natal, 4126
Tel: +27 (0) 72 223 1226

6.2. Information Officer:

43 Wavecrest Road, Athlone Park, KwaZulu-Natal, 4126
Tel: +27 (0) 72 223 1226
Contact: Madelyn Stander
Email: madelyn@socialsolutionssa.co.za

6.3. The Information Officer is responsible for:

- Conducting a preliminary assessment;
- The development, implementation and monitoring of this policy and compliance framework;
- Ensuring that this policy is supported by appropriate documentation;
- Ensuring that documentation is relevant and kept up to date;
- Ensuring this policy and subsequent updates are communicated to relevant representatives and associates, where applicable.

7. Policy Compliance

Any breach of this policy may result in disciplinary action and possible termination of employment