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POLICY TITLE	Personal Information Access and Protection Policy
CLASSIFICATION	Public
VERSION	2.0
VERSION DATE	27 January 2023

POLICY SCHEDULE

POLICY DETAILS	
Policy Title	Personal Information Access and Protection Policy
Policy Custodians	Executive Management Committee
Responsible Manager	Ivan Benade
POLICY DATES	
Effective Date (first version published)	15 December 2021
Revision Date	27 January 2023
Review Schedule	Every 12 (twelve) Months
Current Policy Version	2.0
POLICY CLASSIFICATION	
Classification	Public - External Use Permissible
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Introduction

This Personal Information Access and Protection Policy outlines the commitment of CCD Couriers (Pty) Ltd (“the Company”) to comply with the provisions of the Promotion of Access to Information Act, 2000 (“PAIA”) concerning the handling, processing, and protection of personal information of data subjects. This policy is designed to ensure transparency, accountability, and protection of individual privacy rights.

Purpose

The purpose of this policy is to establish guidelines for the lawful and responsible management of personal information within the Company. It aims to promote the principles of transparency, consent, and security when processing personal data under applicable legislation.

Scope

This policy applies to all employees, contractors, and any other individuals acting on behalf of the Company who handle or process personal information. It covers all aspects of personal information management, including collection, storage, use, disclosure, and disposal.

Legislative Framework

PAIA is legislation that promotes the right to access information held by public and private bodies. PAIA aims to foster transparency, accountability, and democracy by granting individuals the right to request and access records or information held by these entities.

The fundamental principles of PAIA include:

1. **Access to Information:** PAIA guarantees the right of access to any record held by a public or private body, subject to certain limitations and exceptions outlined in the Act. This includes information about these bodies’ operations, policies, and decisions.
2. **Promotion of Transparency:** PAIA encourages public and private bodies to proactively disclose specific categories of information without requiring an access request. This promotes transparency and allows for the dissemination of information in the public interest.

3. **Protection of Personal Information:** While PAIA promotes access to information, it also recognises the importance of protecting personal information. It establishes guidelines for the responsible handling and processing of personal information, ensuring compliance with relevant data protection laws.
4. **Process for Access Requests:** PAIA outlines the procedures and requirements for making an access request. It sets timeframes within which the requested information should be provided and establishes mechanisms for appealing decisions or seeking relief in case of non-compliance.
5. **Balancing Public and Private Interests:** PAIA acknowledges that access to information may be limited in certain circumstances to protect legitimate interests, such as national security, commercial confidentiality, and personal privacy. However, these limitations must be justified and proportionate.

It is important to note that PAIA primarily applies to public bodies, but it also has implications for private bodies that perform a public function, receive public funding, or have a substantial public interest. Private bodies are encouraged to voluntarily comply with PAIA's provisions to enhance transparency and accountability.

PAIA has significantly contributed to enhancing the culture of openness and accountability in South Africa by granting individuals the right to access information and promoting responsible information management. It serves as a tool for empowering citizens, promoting good governance, and fostering a more informed and participatory society.

Compliance with PAIA

The Company acknowledges its legal obligations under PAIA and commits to adhering to its provisions when dealing with personal information.

The Company will ensure that all personal information is collected, processed, stored, and shared under the applicable provisions of PAIA and other relevant legislation.

Collection and Use of Personal Information

The Company will only collect personal information necessary for its legitimate business purposes as is agreed or defined within agreements with its clients, being financial institutions or mobile telephone and device providers, or as has been provided with the knowledge and consent of the data subject, unless otherwise required or permitted by law.

The Company will use personal information solely for the purpose it is permitted or collected unless otherwise authorised or required by law.

Security of Personal Information

The Company is committed to implementing reasonable security measures to safeguard personal information against loss, unauthorised access, use, disclosure, alteration, or destruction.

Access to personal information will be restricted to authorised individuals who require it for legitimate business purposes.

The Company will take appropriate measures to ensure the integrity, accuracy, and completeness of personal information under its control.

Disclosure of Personal Information

The Company will not disclose personal information to third parties unless:

- The data subject has provided consent.
- Disclosure is necessary for the performance of a contract or the implementation of pre-contractual measures.
- Disclosure is required or authorised by law.

The Company will ensure that any third parties with whom personal information is shared have adequate security measures to protect the personal information.

Access to Personal Information

Data subjects have the right to request access to their personal information held by the Company, subject to the provisions of PAIA and other applicable legislation.

The Company will promptly respond to data subject access requests under the timelines and procedures in PAIA.

Process for Access Requests

Submission of the Access Request

- The requester must submit a written request for access to information to the Company unless where such personal information is held in terms of an agreement on behalf of a client of the Company, in which event the Access Request must be directed to the Company's client for processing. The forms for a request can be found at <https://info regulator.org.za/paia-forms/>
- The request should clearly state that it is being made in terms of the Promotion of Access to Information Act.
- Include the requester's contact details for communication purposes.

Information to be Provided in the Request

- Provide a clear description of the information being requested. Be specific and include relevant details such as dates, names, and any other identifying information.
- Indicate the preferred format for receiving the requested information (e.g., hard copy, electronic format, etc.), if applicable.

Submitting the Request

- Submit the access request to the General Manager of the Company using the email address: legal@ccd couriers.co.za

Request Acknowledgement

- Upon receiving the access request, the General Manager of the Company may assign an employee to deal with the access request, and they will acknowledge receipt of the request in writing, within a reasonable timeframe, with the requirement being not more than seven days.
- The acknowledgement should include an indication of the estimated timeframe for a response.

Processing the Access Request

- The Company will promptly review the request and locate the requested information within a reasonable timeframe.

- Consider any limitations or exceptions to the right of access as specified in PAIA and other applicable legislation.
- Assess whether any third-party information may need to be redacted or anonymised to protect privacy or confidentiality.

Decision and Communication

- The General Manager, or their designated agent, shall decide on the access request within fourteen days of receipt.
- Communicate the decision to the requester in writing. The communication should clearly state whether access is granted, denied, or partially granted and provide reasons for the decision.
- If access is granted, provide the requested information in the agreed-upon format, or arrange for the requester to access it.

Appeals and Remedies

- If the access request is denied or partially granted and the requester disagrees with the decision, they have the right to appeal.
- The requester may appeal the decision to the Information Regulator or relevant court, following the procedures and timelines set out in PAIA.

Record Keeping

- The Company will maintain records of access requests, including details of the request, decisions made, and any communications related to the request.
- Retain these records for the duration specified in relevant record retention policies or as required by law.

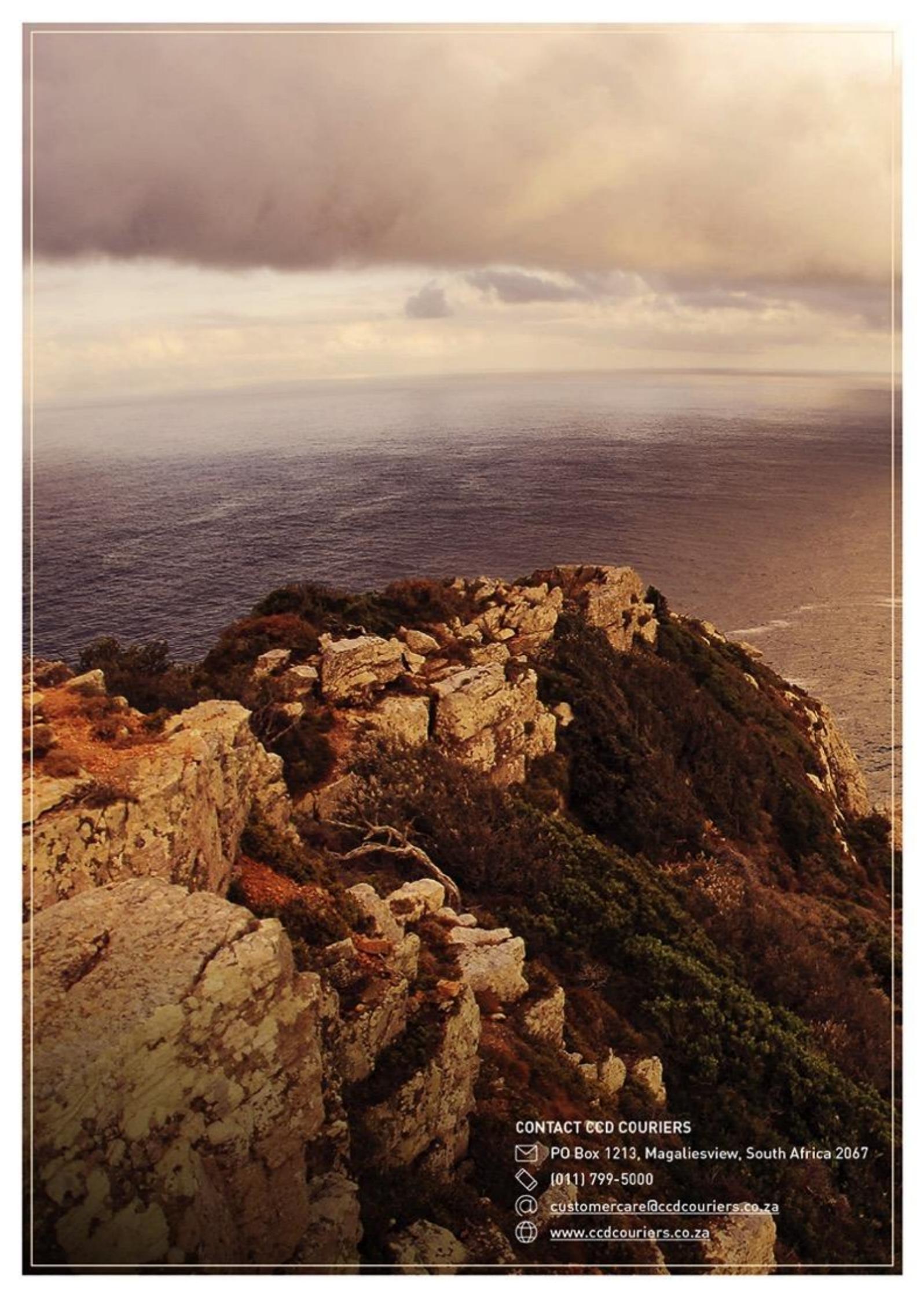
Review and Update

This PAIA Policy will be reviewed periodically to ensure its continued relevance and compliance with legislation and best practice changes.

Any updates or revisions to this policy will be communicated to employees and other relevant parties.

Conclusion

By implementing this PAIA Policy, the Company reaffirms its commitment to protecting the privacy and personal information of data subjects in compliance with applicable legislation. The Company will continue to uphold the principles of transparency, consent, and security in all aspects of personal information management.



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