

HILTON CHRISTIAN FELLOWSHIP

Protection of Personal Information

POPI Act 4, 2013

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KwaZulu-Natal
South Africa**

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CONTENTS

1. DEFINITIONS	5
2. POLICY STATEMENT	6
3. OBJECTIVES	7
3.4. To prevent unauthorised access and use of personal information	7
4. COLLECTION OF PERSONAL INFORMATION	7
4.5. Information will be processed under the following circumstances:	8
4.6. Examples of the personal information HCF collects includes, but is not limited to	8
4.7. HCF shall not process special personal information.....	9
4.8. Collection of employee information	9
4.8.4. Use of employee information.....	10
4.8.5. Should information be processed for any other reason; the employee will be informed accordingly	10
4.9. Collection of Member/employee/ Supplier information	10
4.9.2. HCF collects and processes its members’ and suppliers’ personal information, such as that mentioned hereunder	10
4.9.4. Use of member/employee/supplier information	11
4.10. Disclosure of personal information	12
5. SAFEGUARDING OF PERSONAL INFORMATION AND CONSENT.....	12
5.2. It will take appropriate, reasonable technical and organisational measures to prevent loss or damage	12
5.3. The HCF shall appoint an Information Officer and Deputy Information Officer	13
5.4. The specific responsibilities of the Information Officer and his/her Deputy include	13
5.5. Employment contracts/addendums	14
5.7. Consent to process employee/member/supplier information is obtained from employee/members/suppliers.....	14
6. PROMOTION OF CHRISTIAN CONFERENCES, TRAINING ETC.....	14
6.1. The Church shall ensure that	14
7. TRANSFER OF INFORMATION OUTSIDE OF SOUTH AFRICA.....	15
7.1. HCF will not transfer personal information about a data subject to a third party who is in a foreign country unless one or more of the following apply	15

Hilton Christian Fellowship – POPI Policy

8. SURVEILLANCE SYSTEMS	16
9. SECURITY BREACHES	16
9.1. Should HCF detect a security breach	16
9.2. HCF shall notify the affected parties.....	16
9.3. Notification will be provided in writing by means of either	16
9.4. The notification shall provide the following information where possible.....	16
9.5. In addition to the above, the HCF shall notify the Regulator.....	17
9.6. The following will apply in this regard:	17
10. ACCESS AND CORRECTION OF PERSONAL INFORMATION.....	17
10.1. Employees and members/service providers have the right	17
10.2. Employees and members/ have the right to request HCF to update, correct or delete their personal information	17
10.3. Where an employee or member/service provider objects to the processing of their personal information, HCF may no longer process said personal information	17
10.4. The member/client or employee must provide reasons for the objection to the processing of his/her personal information to the Church office:.....	18
11. RETENTION OF RECORDS	18
11.1. HCF is obligated to retain certain information.....	18
11.2. The Basic Conditions of Employment No. 75 of 1997, as amended, requires the organisation to retain records	18
12. AMENDMENTS TO THIS POLICY	19
12.1. Amendments to this Policy will take place from time to time subject to the discretion of HCF and pursuant to any changes in the law	19
13. REQUESTS FOR INFORMATION	19
13.1. In terms of requests to be processed under POPI, the following forms shall be used	19
13.1.1. Objection to the processing of personal information	19
13.1.2. Request for correction or deletion of personal information or destruction or deletion of record of personal information.....	19
13.1.3. Request for data subject’s consent to process personal information	19
13.1.4. Submission of complaint	20
13.2. In terms of requests for information under PAIA, the provisions of the PAIA Sec 51 Manual must be complied with and Form C completed.....	20
13.3. Any requests and/ or advice can be directed to the Information Officer set out in this policy and in the Sec 51 PAIA manual	20
ANNEXURE 1: FORMS 1, 2, 4 & 5	21
FORM 1.....	21

Hilton Christian Fellowship – POPI Policy

FORM 2.....23
FORM 4.....25
FORM 5.....27
ANNEXURE 2: PAIA FORM C: REQUEST FOR INFORMATION.....30

Please note that this document should be read in conjunction with the terms of the Hilton Christian Fellowship Privacy Policy, the Promotion of Access to Information Manual and the HCF Website Disclaimer. Each document and its terms are accordingly incorporated herein as if specifically incorporated, mutatis mutandis.

PLEASE READ THIS POLICY CAREFULLY BEFORE USING THE SITE.

PROTECTION OF PERSONAL INFORMATION

1. DEFINITIONS

1.1. Hilton Christian Fellowship (HCF) or (The Church), an Association Incorporated Not for Gain and a Public Benefit Organization functioning as a Christian Church.

1.2. “**HCF Webpages**”: means the HCF website and all other related social media or means of communication’ including but not limited to www.hiltonchristianfellowship.org.za website, [www.facebook.com/Hilton Christian Fellowship](https://www.facebook.com/HiltonChristianFellowship), www.instagram.com/hiltonchristianfellowship and [Twitter](https://twitter.com/HiltonChristianFellowship)

1.3. “**Personal Information**”: means information relating to you or any other living person or existing legal entity, including but not limited to –

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

1.3.2. information relating to the education or the medical, financial, criminal or employment history of the person;

1.3.3. any identifying number, symbol, e-mail address, physical address, telephone number or other particular assignment to the person;

1.3.4. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further

Hilton Christian Fellowship – POPI Policy

correspondence that would reveal the contents of the original correspondence;

1.3.5. 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, provided that such information is not in the public domain in the same or in a different format or held by a public body and publicly accessible.

1.4. “**Processing of Information**” means the automated or manual activity of collecting, recording, organising, storing, updating, distributing and removing or deleting personal information.

1.4.1. “Dissemination” by means of transmission, distribution or making available in any form;

1.4.2. Merging, linking, erasure or destruction of information.

1.5. “**Site**” means collectively our website/s and social media platforms.

1.6. “**You**” or the “**User**” means any person who accesses and browses the Site for any purpose.

1.7. “**Biometric information**” means the physical, physiological or behavioural identification, including finger printing, amongst others.

1.8. “**Data Subject**” means the person to whom personal information relates.

1.9. “**PAIA**” means the Promotion of Access to Information Act No. 2 of 2000

1.10. “**POPI**” means the Protection of Personal Information Act No 4 of 2013

1.11. “**Regulator**” means the Information Regulator established in terms of the POPI Act.

2. POLICY STATEMENT

2.1 HCF processes personal information of its employees, members and other data subjects from time to time. As such, it is obliged to comply with the Protection of Personal Information Act No. 4 of 2013 (“POPIA”) as well as the Promotion of Access to Information Act No. 2 of 2000 (“PAIA”).

Hilton Christian Fellowship – POPI Policy

2.2 In line with this, HCF is committed to protecting its members’/ supplier’s/employees’ and other data subjects’ privacy and ensuring that their personal information is used appropriately, transparently, securely and in accordance with applicable laws.

2.3 This Policy sets out the manner in which the HCF deals with such personal information and provides clarity on the general purpose for which the information is used, as well as how data subjects can participate in this process in relation to their personal information.

2.4 In addition to this policy, the company has also developed a manual and made it available as prescribed under the PAIA Act. Where parties/requesters submit requests for information disclosure in terms of this manual, internal measures have been developed together with adequate systems to process requests for information or access thereto.

3. OBJECTIVES

3.1. To ensure legislative compliance (POPI and PAIA Acts) in respect of all personal information that the HCF collects and processes.

3.2. To inform member’s/ supplier’s/employees’ and other data subjects’ as to how their personal information is used, disclosed and destroyed.

3.3. To ensure that personal information is only used for the purpose for which it was collected.

3.4. To prevent unauthorised access and use of personal information.

4. COLLECTION OF PERSONAL INFORMATION

4.1. HCF collects and processes various information pertaining to its employees, members and suppliers. The information collected is based on need and it will be processed for that need/purpose only. Whenever possible, HCF will inform the relevant party of the information required (mandatory) and which information is deemed optional.

4.2. The employee, member or supplier will be informed of the consequence/s of failing to provide such personal information and any

Hilton Christian Fellowship – POPI Policy

prejudice which may be incurred due to non-disclosure. For example, HCF may not be able to employ an individual without certain personal information relating to that individual, or, the organisation may not be in a position to render services to a member in the absence of certain information which is required.

4.3. HCF will process information in a manner that is lawful and reasonable (i.e. will not infringe the privacy of the individual or supplier).

4.4. Where consent is required for the processing of information, such consent will be obtained.

4.5. Information will be processed under the following circumstances:

4.5.1. When carrying out actions for the conclusion or performance of a contract

4.5.2. When complying with an obligation imposed by law on the Church

4.5.3. For the protection of a legitimate interest of the data subject

4.5.4. Where necessary, for pursuing the legitimate interests of the Church or of an authorised third party to whom the information is supplied.

4.6. Examples of the personal information HCF collects includes, but is not limited to:

4.6.1. Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of an employee.

4.6.2. Information relating to the education or the medical, financial, criminal or employment history (this includes disciplinary action) of an employee.

4.6.3. Banking and account information.

4.6.4. Contact information.

Hilton Christian Fellowship – POPI Policy

4.6.5. Any identifying number, symbol, email address, telephone number, location information, online identifier or other particular assignment to the employee, member or client

4.6.6. The biometric information of the employee, member, client or data subject

4.6.7. The personal opinions, views or preferences of an employee (also performance appraisals or correspondence) and the views or opinions of another individual about the person

4.7. HCF shall not process special personal information without complying with the specific provisions of the POPI Act. Special information includes personal information concerning:

4.7.1. the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health, sex life or biometric information of a data subject; or

4.7.2. the criminal behaviour of a data subject, where such information relates to the alleged commission by a data subject of any offence committed or the disposal of such proceedings.

4.8. Collection of employee information:

4.8.1. For the purposes of this Policy, employees include potential, past and existing employees of HCF. Independent contractors are treated on the same basis where the collection of information is concerned.

4.8.2. When appointing new employees/contractors, HCF requires information, including, but not limited to that listed above, from prospective employees/contractors, in order to process the information on the system/s. Such information is reasonably necessary for the Church's record purposes, as well as to ascertain if the prospective employee/contractor meets the requirements, for the position which he is being appointed/contracted, and is suitable for appointment.

4.8.3. HCF will use and process such employee information, as set out below for including, but not limited to, its employment records

and to make lawful decisions in respect of that employee and its business.

4.8.4. Use of employee information: Employees' personal information will only be used for the purpose for which it was collected and intended. This includes, but is not limited to:

- 4.8.4.1. Submissions to the Department of Labour
- 4.8.4.2. Submissions to the Receiver of Revenue
- 4.8.4.3. For audit and recordkeeping purposes
- 4.8.4.4. In connection with legal proceedings
- 4.8.4.5. In connection with and to comply with legal and regulatory requirements
- 4.8.4.6. In connection with any administrative functions of the Church
- 4.8.4.7. Disciplinary action or any other action to address the employee's conduct or capacity.
- 4.8.4.8. In respect of any employment benefits that the employee is entitled to
- 4.8.4.9. Pre- and post-employment checks and screening
- 4.8.4.10. Any other relevant purpose to which the employee has been notified.

4.8.5. Should information be processed for any other reason; the employee will be informed accordingly.

4.9. Collection of Member/employee/ Supplier information:

4.9.1. For purposes of this Policy, members include potential, past and existing members. Suppliers include all vendors which contract with HCF, whether once off or recurring, in respect of products and services.

4.9.2. HCF collects and processes its members' and suppliers' personal information, such as that mentioned hereunder. The type of information will depend on the need for which it is collected and will be processed for that purpose only. Further examples of personal

Hilton Christian Fellowship – POPI Policy

information collected from member/employees/suppliers include, but is not limited to:

4.9.2.1. The employee/member/supplier's identity number, name, surname, address, postal code

4.9.2.2. The member/employee/supplier's residential and postal address

4.9.2.3. Contact information

4.9.2.4. Banking details

4.9.2.5. Company registration number

4.9.2.6. Full name of the legal entity

4.9.2.7. Tax and/or VAT number

4.9.2.8. Details of the person responsible for the client's/supplier's account

4.9.3. HCF also collects and processes member's personal information for communication and pastoral purposes in order to ensure that such services remain relevant to our members and potential members.

4.9.4. Use of member/employee/supplier information:

4.9.4.1. The member/employee/supplier's personal information will only be used for the purpose for which it was collected and as agreed. This may include, but not be limited to:

4.9.4.2. Providing Communication and pastoral services to members

4.9.4.3. In connection with sending accounts and communications to a supplier in respect of services rendered.

4.9.4.4. Payment of suppliers and communication in respect of services rendered.

4.9.4.5. Referral to other service providers

4.9.4.6. Confirming, verifying and updating member/employee/supplier details

4.9.4.7. Conducting market or member satisfaction research

4.9.4.8. For audit and record keeping purposes

Hilton Christian Fellowship – POPI Policy

4.9.4.9. In connection with legal proceedings

4.9.4.10. In connection with and to comply with legal and regulatory requirements or when it is otherwise allowed by law.

4.10. Disclosure of personal information

4.10.1. HCF may share employees' and member/suppliers' personal information with authorised third parties as well as obtain information from such third parties for reasons set out above.

4.10.2. HCF may also disclose employees' or member/suppliers' information where there is a duty or a right to disclose in terms of applicable legislation, the law or where it may be necessary to protect the rights of the organisation or it is in the interests of the data subject.

5. SAFEGUARDING OF PERSONAL INFORMATION AND CONSENT

5.1. HCF shall review its security controls and processes on a regular basis to ensure that personal information is secure.

5.2. It will take appropriate, reasonable technical and organisational measures to prevent loss or damage or unauthorised destruction of personal information, and unlawful access to or processing of personal information. This will be achieved by –

5.2.1. Identifying internal and external risks

5.2.2. Establishing and maintaining appropriate safeguards

5.2.3. Regularly verifying these safeguards and their implementation

5.2.4. Updating the safeguards

5.2.5. Implementing generally accepted information security practices and procedures.

5.3. The HCF shall appoint an Information Officer and Deputy Information Officer who is/are responsible for compliance with the conditions of the lawful processing of personal information and other provisions of POPI.

5.3.1. Information Officer details:

5.3.2. **Name:** Duane Smith, Leader of HCF

5.3.3. **Telephone number:** 033 343 5414

5.3.4. **Postal address:** P O Box 1240, Hilton, 3245

5.3.5. **Physical address:** 3 Hilton College Rd, Hilton Gardens, Hilton, 3245

5.3.6. **Email address:** admin@hcf.org.za

5.3.7. Deputy Information Officer details:

5.3.8. **Name:** David A’Bear, Manager Church Administration

5.3.9. **Telephone number:** 033 343 5414

5.3.10. **Postal address:** P O Box 1240, Hilton, 3245

5.3.11. **Physical address:** 3 Hilton College Rd, Hilton Gardens, Hilton, 3245

5.3.12. **Email address:** admin@hcf.org.za

5.4. The specific responsibilities of the Information Officer and his/her Deputy include–

5.4.1. The development, implementation, monitoring and maintenance of a compliance framework.

5.4.2. The undertaking of a personal information impact assessment to ensure that adequate measures and standards exist in order to comply with the conditions for the lawful processing of personal information.

5.4.3. The development, monitoring and maintenance of a manual, as well as the making available thereof, as prescribed in section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

5.4.4. The development of internal measures, together with

Hilton Christian Fellowship – POPI Policy

adequate systems to process requests for information or access thereto; and

5.4.5. To ensure that church staff awareness sessions are conducted regarding the provisions of the Act, regulations made in terms of the Act, codes of conduct, or information obtained from the Regulator.

5.5. **Employment contracts/addendums** thereto, containing relevant consent clauses for the use and storage of employee information, or any other action so required, in terms of POPI are signed by every employee.

5.6. **On an ongoing basis, all suppliers, insurers and other third-party service providers are required to sign a service level agreement** guaranteeing their commitment to the Protection of Personal Information.

5.7. **Consent to process employee/member/supplier information is obtained from employee/members/suppliers** (or a person who has been given authorisation from the member to provide the member's personal information; similarly to provide such information for suppliers at sign on/appointment/contracting).

6. PROMOTION OF CHRISTIAN CONFERENCES, TRAINING ETC

6.1. **The Church shall ensure that:**

6.1.1. It does not process any personal information for the purpose of promoting Church activities (by means of any form of electronic communication, including automatic calling machines, SMS's or e-mail) unless the data subject has given his, her or its consent to the processing or is an existing customer.

6.1.2. It will only approach data subjects, whose consent is required and who have not previously withheld such consent, once in order to

request the consent. This will be done in the prescribed manner and form.

6.1.3. The data subjects will only be approached for the purpose of promoting HCF's own products or services. In all instances, the data subject shall be given a reasonable opportunity to object, free of charge and in a manner free of unnecessary formality, to such use of his, her or its electronic details at the time when the information is collected.

6.1.4. Any communication for the purpose of promotion will contain details of the identity of the sender or the person on whose behalf the communication has been sent and an address or other contact details to which the recipient may send a request that such communications cease.

7. TRANSFER OF INFORMATION OUTSIDE OF SOUTH AFRICA

7.1. HCF will not transfer personal information about a data subject to a third party who is in a foreign country unless one or more of the following apply:

7.1.1. the third party is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection of personal information and effectively upholds principles for reasonable processing of the information.

7.1.2. the data subject consents to the transfer

7.1.3. the transfer is necessary for the performance of a contract between the data subject and the Church

7.1.4. the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the Church and a third party; or

7.1.5. the transfer is for the benefit of the data subject, and it is not reasonably practicable to obtain the consent of the data subject to

that transfer and if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

8. SURVEILLANCE SYSTEMS

8.1. Video footage and/or voice/telephone calls that have been recorded, processed and stored via CCTV camera or other surveillance systems constitute personal information. As such the HCF will make all employees, members, clients or data subjects aware as to the use of CCTV/other surveillance on the premises.

9. SECURITY BREACHES

9.1. Should HCF detect a security breach on any of its systems that contain personal information, it shall take the required steps to assess the nature and extent of the breach in order to ascertain if any information has been compromised.

9.2. HCF shall notify the affected parties should it have reason to believe that their information has been compromised. Such notification shall only be made where the organisation can identify the data subject to which the information relates. Where it is not possible it may be necessary to consider website publication and whatever else the Information Regulator prescribes.

9.3. Notification will be provided in writing by means of either:

- 9.3.1. email
- 9.3.2. registered mail
- 9.3.3. the organisation's website

9.4. The notification shall provide the following information where possible:

- 9.4.1. Description of possible consequences of the breach
- 9.4.2. Measures taken to address the breach
- 9.4.3. Recommendations to be taken by the data subject to mitigate adverse effects.

Hilton Christian Fellowship – POPI Policy

9.4.4. The identity of the party responsible for the breach

9.5. In addition to the above, the HCF shall notify the Regulator of any breach and/or compromise to personal information in its possession and work closely with and comply with any recommendations issued by the Regulator.

9.6. The following will apply in this regard:

9.6.1. The Information Officer will be responsible for overseeing the investigation.

9.6.2. The Information Officer will be responsible for reporting to the Information Regulator within 5 working days of a breach/ compromise to personal information.

9.6.3. The Information Officer will be responsible for reporting to the Data Subject(s) within 5 working days, as far as is reasonable and practicable, of a breach/ compromise to personal information.

9.6.4. The timeframes above are guidelines and depending on the merits of the situation may require earlier or later reporting.

10. ACCESS AND CORRECTION OF PERSONAL INFORMATION

10.1. Employees and members/service providers have the right to request access to any personal information that HCF holds about them.

10.2. Employees and members/ have the right to request HCF to update, correct or delete their personal information on reasonable grounds. Such requests must be made to the Information Officer (see details above) or to HCF's address (see details below).

10.3. Where an employee or member/service provider objects to the processing of their personal information, HCF may no longer process said personal information. The consequences of the failure to give consent to

Hilton Christian Fellowship – POPI Policy

process the personal information must be set out before the employee or client confirms his/her objection.

10.4. The member/client or employee must provide reasons for the objection to the processing of his/her personal information to the Church office:

10.4.1. **Name:** Hilton Christian Fellowship

10.4.2. **Telephone number:** 033 343 5414

10.4.3. **Postal address:** P O Box 1240, Hilton, 3245

10.4.4. **Physical address:** 3 Hilton College Rd, Hilton Gardens, Hilton, 3245

10.4.5. **Email address:** admin@hcf.org.za

11. RETENTION OF RECORDS

11.1. HCF is obligated to retain certain information, as prescribed by law.

This includes but is not limited to the following:

11.1.1. With regard to the Companies Act, No. 71 of 2008 and the Companies Amendment Act No 3 of 2011, hard copies of the documents mentioned below must be retained for 7 years:

11.1.2. Any documents, accounts, books, writing, records or other information that a company is required to keep in terms of the Act.

11.1.3. Notice and minutes of all meetings, including resolutions adopted.

11.1.4. Copies of reports presented at the annual general meeting.

11.1.5. Copies of annual financial statements required by the Act and copies of accounting records as required by the Act.

11.2. The Basic Conditions of Employment No. 75 of 1997, as amended, requires the organisation to retain records relating to its staff for a period of no less than 3 years.

12. AMENDMENTS TO THIS POLICY

12.1. Amendments to this Policy will take place from time to time subject to the discretion of HCF and pursuant to any changes in the law. Such changes will be brought to the attention of employee's, members, clients and service providers where it affects them.

13. REQUESTS FOR INFORMATION

13.1. In terms of requests to be processed under POPI, the following forms shall be used –

13.1.1. Objection to the processing of personal information – A data subject who wishes to object to the processing of personal information in terms of section 11(3)(a) of the Act, must submit the objection to the responsible party on **Form 1**. See **Annexure 1: Form 1**

13.1.2. Request for correction or deletion of personal information or destruction or deletion of record of personal information – A data subject who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information in terms of section 24(1) of the Act, must submit a request to the responsible party on **Form 2**. See **Annexure 1: Form 2**.

13.1.3. Request for data subject's consent to process personal information – A responsible party who wishes to process personal information of a data subject for the purpose of direct marketing by electronic communication must submit a request for written consent to that data subject, on **Form 4**. See **Annexure 1: Form 4**.

Hilton Christian Fellowship – POPI Policy

13.1.4. Submission of complaint – Any person who wishes to submit a complaint contemplated in section 74(1) of the Act must submit such a complaint to the Regulator on Part I of Form 5. A responsible party or a data subject who wishes to submit a complaint contemplated in section 74(2) of the Act must submit such a complaint to the Regulator on Part II of **Form 5**. See **Annexure 1: Form 5**.

13.2. In terms of requests for information under PAIA, the provisions of the PAIA Sec 51 Manual must be complied with and Form C completed. See **Annexure 2: Form C**.

13.3. Any requests and/ or advice can be directed to the Information Officer set out in this policy and in the Sec 51 PAIA manual.

ANNEXURE 1: FORMS 1, 2, 4 & 5

FORM 1

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)

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 2]**

Notes:

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 and postal 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 and postal code	
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)

Hilton Christian Fellowship – POPI Policy

Signed at this day of20.....

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

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Notes:

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 box with an "x".

Request for:

- Correction or deletion of the personal information 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 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 DATA SUBJECT
Name(s) and surname/ registered name of data subject	
Unique Identifier/ Identity Number	
Residential, postal or business address and postal code	
Contact number(s):	
Fax number / E-mail address	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party	

Hilton Christian Fellowship – POPI Policy

Residential, postal or business address and postal code	
Contact number(s)	
Fax number/ E-mail address	
C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION 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 PERSONAL INFORMATION 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)</i>

Signed at this day of20.....

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

Hilton Christian Fellowship – POPI Policy

FORM 4

**APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF
PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF
SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF
2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 6]**

TO: _____

(Name of data subject)

FROM: _____

Contact number(s): _____

Fax number: _____

E-mail address: _____
(Name, address and contact details of responsible party)

Full names and designation of person signing on behalf of responsible party:

.....
Signature of designated person

Date: _____

PART B

I, _____ (full names of data subject) hereby:

Give my consent

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To receive direct marketing of goods or services to be marketed by means of electronic communication.

SPECIFY GOODS or SERVICES:

- Training opportunities
- Fundraising events
- News letters

SPECIFY METHOD OF COMMUNICATION:

- Fax
- E-mail
- SMS
- WhatsApp
- Other, please specify _____

Signed at this day of20.....

.....
Signature of data subject

FORM 5

COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF PERSONAL INFORMATION/COMPLAINT REGARDING DETERMINATION OF AN ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 7]**

Notes:

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 box with an "x".

Complaint regarding:

- Alleged interference with the protection of personal information
- Determination of an adjudicator

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	DETAILS OF COMPLAINANT
Name(s) and surname/ registered name of data subject	
Unique Identifier/ Identity Number	
Residential, postal or business address and postal code	
Contact number(s):	
Fax number / E-mail address	
B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION

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Name(s) and surname/ Registered name of responsible party	
Residential, postal or business address and postal code	
Contact number(s)	
Fax number/ E-mail address	
C	REASONS FOR COMPLAINT (Please provide detailed reasons for the complaint)
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)
A	DETAILS OF COMPLAINANT
Name(s) and surname/ registered name of data subject	
Unique Identifier/ Identity Number	
Residential, postal or business address and postal code	
Contact number(s):	
Fax number / E-mail address	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name(s) and surname/ Registered name of responsible party	
Residential, postal or business address and postal code	
Contact number(s)	
Fax number/ E-mail address	
C	REASONS FOR COMPLAINT (Please provide detailed reasons for the grievance)

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Signed at this day of20.....

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

ANNEXURE 2: PAIA FORM C: REQUEST FOR INFORMATION

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

The Head: HILTON CHRISTIAN FELLOWSHIP

B. Particulars of person requesting access to the record

- | | |
|-----|---|
| (a) | The particulars of the person who requests access to the record must be given below. |
| (b) | The address and/or fax number in the Republic to which the information is to be sent must be given. |
| (c) | Proof of the capacity in which the request is made, if applicable, must be attached. |

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which request is made, when made on behalf of another person: _____

C. Particulars of person on whose behalf request is made

This section must be completed <i>ONLY</i> if a request for information is made on behalf of another person.
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Full names and surname: _____

Identity number: _____

D. Particulars of record

- | | |
|-----|--|
| (a) | Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. |
| (b) | If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios. |

1 Description of record or relevant part of the record: _____

2 Reference number, if available: _____

3 Any further particulars of record: _____

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E. Fees

- | |
|--|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified of</i> the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption.</p> |
|--|

Reason for exemption from payment of fees: _____

F. Form of access to record

<p>If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.</p>
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Disability:	Form in which record is required
Form in which record is required:	
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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2. If record consists of visual images

this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"	<input type="checkbox"/>	transcription of the images*
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3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
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4. If record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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<p>'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.</p>	YES	NO
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G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... This..... day of20.....

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE