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reg no. 2001/003226/07

DATA SUBJECT ENQUIRY PROTOCOLS: 1 APRIL 2022

The Protection of Personal Information Act (POPIA) places an important responsibility on parties who collect, store, use and destroy personal information (“responsible parties”) and also provides rights and remedies to persons whose personal information is being processed (“data subjects”).

We need to collect personal information to effectively carry out our everyday business functions and services and, in some circumstances, to comply with the requirements of the law and/or regulations.

As a data subject, you may request access to your personal information that we hold. You may also request that your personal information be corrected or deleted in circumstances where such information has become outdated, is not accurate, is incomplete, misleading or excessive, if it has not been obtained by lawful means, or if we are no longer entitled to retain the information.

We are obliged, if so requested, to provide confirmation to you on whether or not we hold your personal information, to provide a description of the personal information in question and to confirm the identity of all third parties or the categories of third parties who have received your personal information.

We must comply with any such request from you:

- Within a reasonable time period, and
- In a reasonable manner and format, and in a form that is generally understandable.

In accordance with POPIA, we are only obligated to provide access to personal information belonging to you, directly to you, unless you have consented otherwise, and in such a case we will require satisfactory proof of capacity before considering the access request.

Should we refuse to provide personal information to you, this must be based on the same grounds for refusal as allowed under the Promotion of Access to Information Act (PAIA). 4-Sure and YW’s PAIA Manuals are available on our website at www.4-sure.co.za.

ACCESS REQUEST AND OBJECTION PROCEDURE

This procedure provides the process for individuals to follow when making a request or a complaint to 4-Sure or YW, along with the protocols we will follow when such a request is received.

The right of access

You have the right to obtain from us, confirmation as to whether or not your personal information is being processed.

Where requested, we will provide the following information:

- the categories or type of personal data concerned.
- the purpose/s of the processing.
- The recipient/s or categories of recipient/s to whom any personal data has been or will be disclosed.
- The envisaged period for which the personal data will be stored (or the criteria used to determine that period)
- Where the personal data was not collected directly from you, any available information as to its source

How to make a Data Subject Access Request

You need to make this request in writing using the form provided in Annexure A.

Where a request is received by electronic means, we will provide the information in a commonly used electronic format, unless an alternative format is requested.

What we do when we receive a Data Subject Access Request

Identify Verification

Data subject access requests are passed to 4-Sure or YW's information officer as soon as received, and a record of the request is noted.

The person assigned to the request will use all reasonable measures to verify your identity, as the individual to whom the personal information relates. Where we are unable to do so, we may contact you for further information, or ask you to provide evidence of your identity prior to actioning any request. This is to protect your information and rights. If a third party, relative or representative is requesting the information on your behalf, we will verify their authority to act for you and again, may contact you to confirm their identity and gain your authorization prior to actioning any request.

Information Gathering

If you have provided enough information in your request to collate the personal information held about you, we will gather all forms (hard-copy, electronic, etc) and ensure that the information required is provided in an acceptable format. If we do not have enough information to locate your records, we may contact you for further details. This will be done as soon as possible and within the timeframes set out below.

Information Provision

Once we have collated all the personal information held about you, we will send this to you in writing. The information will be in a concise, transparent, and easily accessible format, using clear and plain language.

Fees and Timeframes

Whilst we will confirm, free of charge, whether or not we hold personal information about you, should we require, depending on the nature of your request, that you pay us a fee in order to enable us to respond to your request and for the services provided to you, we will:

- Provide you with a written estimate of the fee before providing the services; and
- We may require you to pay a deposit for all or part of the fee.

Where the request is made by electronic means, we will provide the information in a commonly used electronic format, unless an alternative format is requested.

We will always aim to provide the requested information at our earliest convenience, but at a maximum, 30 days from the date the request is received. However, where the retrieval or provision of information is particularly complex or is subject to a valid delay, the period may be extended by two further months. If this is the case, we will write to you within 30 days and keep you informed of the delay and provide the reasons.

Your other rights

You have the right to request the correction of any inaccurate data held by us. Where we are notified of inaccurate data, and agree that the data is incorrect, we will amend the details as directed by you and make a note on our system of the change and reasons. We will rectify the errors within 30 days and inform you in writing of the correction and where applicable, provide the details of any third-party to whom the data has been disclosed. Where applicable, we will inform all third parties to whom your personal information was disclosed, of the corrections or updates needed.

In certain circumstances, you may also have the right to request from us, the erasure of personal data or to restrict the processing of personal data where it concerns your personal information, as well as the right to object to such processing.

If for any reason, we are unable to react in response to a request for rectification and/or data completion, we will always provide a written explanation to you and inform you of your right to complain to the Information Regulator.

You can use the form and contact details in Annexure A to make such requests.

Automated Decision-making

We do not employ any automated decision-making.

Exemptions and Refusals

POPIA contains certain exemptions from the provision of personal information. If one or more of these exemptions applies to your request or where we do not act upon the request, we shall inform you at the earliest convenience, or at the latest, within 30 days of receipt of your request.

Where possible, we will provide you with the reasons for not acting and any possibility of lodging a complaint.

Lodging a complaint

Any complaints or concerns with regards to the way in which we process personal information or the way in which we handle your request or objection may be directed to our information officer:

Information Officer	Mr Yusuf Waja
Business Address:	125 Queens Road, Mayfair, 2092.
Postal Address:	P O Box 42933, Fordsburg, 2033.
Email Address:	yusuf@4-sure.co.za
Telephone:	011 839 4433

Should we not resolve your complaint or if you remain dissatisfied with our actions, you have the right to lodge a complaint with the Information Regulator.

The contact details of the Information Regulator are:

Postal Address:	P O Box 3153, Braamfontein, Johannesburg, 2017
Physical Address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
E-Mail Address:	complaints.IR@justice.gov.za
Telephone:	010 023 5200
Website:	https://www.inforegulator.org.za/