

THE BED CENTRE GROUP CC



CK2008/069977/23

COMPLIANCE MANUAL

FOR THE IMPLEMENTATION OF THE PROTECTION OF PERSONAL INFORMATION (POPI) ACT OF 2013

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Updated June 2021

INTRODUCTION

This manual applies to The Bed Centre Group CC registration number: CK2008/069977/23 and includes the following Bed Centre stores:

The Bed Centre, Topaz Boulevard, Montague Park, Milnerton
The Bed Centre, Dynagel Road, The Interchange, Somerset West
The Bed Centre, Main Road, Claremont
The Bed Centre, Somerset Road, Green Point
The Bed Centre, Willowbridge Shopping Centre, Tygervalley
The Bed Centre, Dorp Street, Stellenbosch
The Bed Centre, Main Road, Paarl
The Bed Centre, William Moffett Retail Centre, Port Elizabeth
The Bed Centre, Bendeman Boulevard, Silver Lakes, Pretoria
The Bed Centre, Forest Road, Fourways
The Bed Centre, Retail Crossing, Strubens Valley, Roodepoort
The Bed Centre, Dunkeld West Centre, Hyde Park
The Bed Centre, Online (www.thebedcentre.co.za)

Nature of Business

The Close Corporation is a retailer of beds, mattresses, bedroom furniture and bedroom linen.

Contact Details of the Business

The Bed Centre Group CC

Registered Address: 214 Main Road, Claremont, 7800

Physical Address: 1 Topaz Boulevard, Montague Park, Milnerton, Cape Town

Postal Address: PO Box 36680, Chempet, 7442

Telephone Number: 021 555 4273 or 021 551 9064

Contact Details of the Information Officer

Information Officer: Mr Dean Elliott

Physical Address: 1 Topaz Boulevard, Montague Park, Milnerton, Cape Town

Postal Address: P O Box 36680, Chempet, 7442

Telephone Number: 021 555 4273

Email address : dean@thebedcentre.co.za

The POPI Act regulates how we handle personal information and is intended to balance the constitutional right to privacy with the need to have access to and use personal information for legitimate purposes.

The purpose of this manual is to assure our customers, suppliers and employees of our compliance to the Protection of Personal Information Act (POPI) by only collecting information that is relevant, applying adequate security measures to protect the information, keeping the information only as long as is legally required and educating staff on these requirements.

The Bed Centre uses the personal information under its care for rendering a service according to instructions given by the customer, for staff administration, keeping of accounts and records and for complying with tax laws.

OUR UNDERTAKING TO OUR CUSTOMERS

We undertake to follow the POPI Act at all relevant times and to process personal information lawfully and reasonably, so as not to infringe unnecessarily on the privacy of our clients.

We undertake to process information only for the purpose for which it is intended, to enable us to do our work, as agreed with our clients. This information may include, but not be limited to, the customer's name, physical address, telephone number, email address, correspondence and banking or credit card details.

Whenever necessary, we shall obtain consent to process personal information and we shall advise our clients of the purpose of the collection of the personal information.

We shall retain records of the personal information we have collected for the minimum period, as required by law, and destroy or delete records of the personal information (so as to de-identify the client) as soon as reasonably possible after the time period for which we were entitled to hold the records has expired.

We undertake to take special care with our client's bank account details, and we are not entitled to disclose such banking details unless we have the client's specific consent.

We will not pass on our customer's personal information to any third party for the purpose of electronic communication and marketing without the customer's prior consent.

OUR UNDERTAKING TO OUR SUPPLIERS

We undertake to follow the POPI Act at all relevant times and to process personal and business information lawfully and reasonably, so as not to infringe unnecessarily on the privacy of our suppliers.

We undertake to process information only for the purpose for which it is intended, to enable us to do our work, as agreed with our suppliers. This information may include, but not be limited to, the supplier's name, registration number, physical address, telephone number, email address, invoices, statements, service agreements, correspondence, price lists and banking details.

We shall retain records of the personal information we have collected for the minimum period as required by law and destroy or delete records of the personal information (so as to de-identify the supplier) as soon as reasonably possible after the time period for which we were entitled to hold the records has expired.

We undertake to take special care with our supplier's bank account details, and we are not entitled disclose such banking details unless we have the supplier's specific consent.

We will not pass on our supplier's personal information to any third party for the purpose of electronic communication and marketing without prior consent.

OUR UNDERTAKING TO OUR EMPLOYEES

We undertake to follow the POPI Act at all relevant times and to process personal information lawfully and reasonably, so as not to infringe unnecessarily on the privacy of our employees.

We undertake to process information only for the purpose for which it is intended. This information may include, but not be limited to: the employee's name, ID number, date of birth, marital status, age, gender, language, colour, criminal behavior, remuneration records, training records, contracts, physical well-being, education, physical address, telephone number, email address, attendance registers, driver's licences, correspondence and banking details.

Whenever necessary, we shall obtain consent to process personal information and we shall advise our employee of the purpose of the collection of the personal information.

We shall retain records of the personal information we have collected for the minimum period as required by law and destroy or delete records of the personal information (so as to de-identify the employee) as soon as reasonably possible after the time period for which we were entitled to hold the records have expired.

We undertake to take special care with our employees financial and banking information and we are not entitled disclose such details unless we have the client's specific consent.

We will not pass our employee's personal information onto any third party for the purpose of electronic communication and marketing without the employee's prior consent.

THE RIGHTS OF OUR CUSTOMERS, SUPPLIERS AND EMPLOYEES

Should any person not be satisfied with the manner in which their personal information is processed, they may lodge a complaint in writing to our POPI Information Officer. The Officer's details are listed on page 2 of this manual. They are also entitled to lodge a complaint with the Information Regulator at : complaints.IR@justice.gov.za

SECURITY SAFEGUARDS

In order to secure the integrity and confidentiality of the personal information in our possession, and to protect it against loss or damage or unauthorised access, we have implemented the following security safeguards:

Our business premises where records are kept are protected by access control, burglar alarms and armed response.

All the user terminals on our internal computer network and our servers are protected by passwords and secure off-site cloud backups (Iron Tree) are run daily.

Vulnerability assessments are carried out on our digital infrastructure at least on an annual basis to identify weaknesses in our systems and to ensure we have adequate security in place.

Virus, firewall and malware protection software (ESET) is installed on all computer equipment. Software updates are done regularly.

Every staff member must maintain full confidentiality in respect of all of our client, supplier and employee's personal information.

Computer equipment and documentation will be destroyed (so as to de-identify the person) as soon as reasonably possible after the time period for which we were entitled by law to hold the records has expired.

REQUESTING RECORDS

On production of proof of identity, any person is entitled to request that we confirm, free of charge, whether or not we hold any personal information about that person in our records. This may be requested from our Information Officer.

THE CORRECTION OF PERSONAL INFORMATION

A client, supplier or employee is entitled to request us to correct or delete personal information that we have, which is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or which has been obtained unlawfully.

SPECIAL PERSONAL INFORMATION

Special rules apply to the collection and use of information relating to a person's religious or philosophical beliefs, their race or ethnic origin, their trade union membership, their political persuasion, their health or sex life, their biometric information, or their criminal behaviour.

It is unlikely that we will ever have to process such special personal information, but should it be necessary the guidance of the Information Officer will be sought.

THE PROCESSING OF PERSONAL INFORMATION OF CHILDREN

We may only process the personal information of a child if we have the consent of the child's parent or legal guardian.

INFORMATION OFFICER

Our Information Officer is Dean Elliott who is a Managing Member of the Close Corporation. His responsibilities include ensuring compliance with the POPI Act, implementation and maintenance of the Compliance Manual, dealing with requests that we receive in terms of POPI and working with the Information Regulator in relation to investigations.

DIRECT MARKETING

We may only carry out direct marketing (using any form of electronic communication) to clients if we have received their consent to do so.

All direct marketing communications must disclose our identity and contain an address or other contact details to which the client may send a request that the communications cease.

TRANSBORDER INFORMATION FLOWS

We may only transfer a client's personal information to a third party in a foreign country, if the client consents or requests it and the transfer of the personal information is required for the performance of the contract between ourselves and the customer. For example: the transport and delivery of a bed to a country outside of South Africa.

OFFENCES AND PENALTIES

POPI provides for serious penalties for the contravention of its terms. For minor offences a guilty party can receive a fine or be imprisoned for up to 12 months. For serious offences the period of imprisonment rises to a maximum of 10 years. It is therefore imperative that we comply strictly with the terms of this Compliance Manual and protect personal information in the same way as if it was our own.

EDUCATION AND TRAINING

All staff have been informed of the POPI Act and their accountability has been explained when processing, storing and disposing of personal information. Training will be on going.