

PRIVACY POLICY

PALM CONSULTANTS CC

1999/038923/23

**PRIVACY POLICY: Protection of Personal Information Act 4 of 2013**

**11 SCHREINER ROAD, TABLE VIEW CAPE TOWN, RSA**

**1. EXPLANATION**

- 1.1 Palm Consultants provide payroll, human resources services as well as Labour relation Function. Palm Consultants is a business in the Republic of South Africa, reg. nr. 1999/038923/23. We are members of SAIT as well as FEDHASA and Cape Chamber of Commerce.
- 1.2 The Information officer is Sonja Brand and the Deputy Information Officer is Daniel Cronje
- 1.3 In this policy we explain how we protect, process and use clients information.
- 1.4 You will find this policy on our website, but you can also get a hard copy of this policy at our office.
- 1.5 When you provide us with your information, you
- 1.6 Agree to the terms and conditions that are set out in this Policy, you also authorize us to process your information for the purposes as set out in this policy.
- 1.7 Your personal information will not be used for any other purpose than what is set out in this policy, we will also ensure to protect your personal information that is in our possession from disclosure, unauthorized changes or access. This policy could be reviewed from time to time.  
This policy applies to employees and clients alike, as well as all external parties with whom we interact, also to visitors to our website and office.

**2. GATHERING OF PERSONAL INFORMATION**

- 2.1 from you directly
- 2.2 in our business operation
- 2.3 with your interaction on our website
- 2.4 when you advertise on our website
- 2.5 or when you sign up to use any of our services
- 2.6 when you visit us
- 2.7 when you attend any of our functions or activities
- 2.8 we could also keep personal information from you from telephone conversations or other electronic communications.

**3. TYPES OF PERSONAL INFORMATION THAT WE USE**

- 3.1 full name and surname, gender, age, D.O.B. culture, title and nationality.
- 3.2 ID number, passport number and asylum seeker number
- 3.3 Address, telephone number and email address
- 3.4 Banking details, invoice and payment records, as well as payment dates
- 3.5 Attendance records, details of meetings or labour activities, e.g. counselling or hearings

#### **4. SENSITIVE PERSONAL INFORMATION**

4.1 when we do process your sensitive information, we do that in accordance with our day to day operation, in accordance to legislation.

#### **5. THE PURPOSE AND LEGAL BASIS FOR PROCESSING**

5.1 We will only use your personal information for the purpose which it was initially collected for. We will only use this information for secondary purposes if it is closely related to the initial purpose.

5.2 We analyse, review and evaluate information to determine legal issues and disputes.

5.3 Compliance with applicable law

5.4 We also process your personal information for relationship management and we may also analyse your personal information for statistical purposes.

5.5 We could also use your personal information for internal issues and management purposes, like audits, investigations, also for insurance purposes.

#### **6. THE DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES**

6.1 We will only disclose your personal information for legitimate business purposes, complying with applicable law.

6.2 if required by legislation

6.3 upon request from regulatory authorities

6.4 to any party for the purposes of the prevention, investigation, detection or prosecution of criminal offences, safeguarding against and prevention of breach of public security

6.5 to any third party in the case where we sell the business.

6.6 To any third party, in the case of advertising on our website

6.7 We will only process personal information in relation to prior written instructions

6.8 We also use measures to protect the confidentiality of Personal Information

#### **7. DATA SECURITY**

7.1 We use sufficient technical and organizational security measures to protect our clients' Information, this is against unlawful or accidental destruction, alteration, loss, disclosure, unauthorized access, in relation to applicable legislation. Our hard copies are kept safely, while we store the rest electronic in the cloud where password get changed on a regular basis.

7.2 When you believe, with reasonable grounds that your personal information, that is in our safekeeping we will then notify the relevant Regulator.

7.3 The transfer of information over the internet is not completely secure, from our side we will do our utmost to secure your personal information.

#### **8. DATA ACCURACY**

Personal information provided to PALM CONSULTANTS need to be accurate, also up to date and complete. The provider of personal information must update us when personal details change.

## **9. DATA MINIMISATION**

Palm Consultants will limit its processing of Personal Information to data which fulfills the primary purpose and applicable legitimate purpose.

## **10. DATA RETENTION**

We will only retain and store personal information for the period it is required.

## **11. LEGAL RIGHTS**

You have rights under South African and other laws to access to your Personal information. You may ask us to update or delete your information. You may also object that your information is used. On reasonable grounds you may object to us using your personal information. In case of an objection, we will only use your information when the law allows it.

