



VIKO SERVICES (PTY) Ltd

Privacy Policy

Viko Services(PTY) Ltd – registration number 2021/572710/07 (hereafter called VIKO Services) is subjected to the Protection of Personal Information Act, no 4 of 2013 (“POPIA”) which became operational on 01 July 2020 and section 58-2, effective on 01 July 2021.

STATEMENT

Respecting and protecting your Personal Information (refer to the personal information definition at the end of the statement) is important to VIKO Services. It is also a Constitutional right, legal, and good business practice requirement, which we take very seriously.

In line with the 8 Conditions in the Protection of Personal Information Act, 4 of 2013 (the Act), VIKO Services

- ✓ Accepts joint responsibility and accountability with you to responsibly manage and protect your Personal Information when providing our services and solutions to you;
- ✓ Undertakes to receive, only from you, and process the Personal Information that is necessary for the purposes of assisting you with your required solutions, conclude the necessarily related agreements and consider the legitimate legal interests of everyone concerned, as required by the Act and to respect your right to withdraw your consent for the processing of your Personal Information;
- ✓ Undertake to only use your Personal Information for the purpose required to assist you or provide solutions to you;
- ✓ Undertake not to share or further process your Personal Information with anyone if not required for assisting you with your solutions or by the law;
- ✓ Undertake to be open and transparent and notify you as and when required by law regarding why and how your Personal Information needs to be collected;
- ✓ Undertake to safeguard and protect your Personal Information in our possession;
- ✓ Undertake to freely confirm what Personal Information we have, to update and correct the Personal Information, and to keep it for no longer than legally required.

We and the companies who provide or assist with the solutions you require, need to collect, use, and keep your Personal Information as prescribed by relevant laws and regulations and for reasons such as:

- ✓ To share with and provide relevant products or services to you, to carry out the transaction you requested, and to maintain our relationship your information will be shared with:
 - ✓ AVBOB Group Schemes (underwriter) reference: <https://www.avbob.co.za/General/PrivacyPolicy>
 - ✓ If premiums are deducted via salary deduction – your employer
 - ✓ Visual Funeral Software [M&H Software \(mhsoftware.co.za\)](http://mhsoftware.co.za)
 - ✓ To comply with Fais Legislation Masthead (PTY) Ltd [Privacy Statement - Masthead](#)
- ✓ To respond to your queries;
- ✓ To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- ✓ For insurance underwriting purposes;

- ✓ To assess and process claims;
- ✓ To conduct credit reference searches or verification, only if you authorise this or if it's a requirement to provide your solutions to you;
- ✓ For operational purposes required to assist you with the solutions you require;
- ✓ For audit and record-keeping purposes;
- ✓ Update our records and keep your contact details up to date.
- ✓ In connection with possible requirements by the Information Regulator or other Government agencies allowed by law, legal proceedings, or court rulings.

We may need to share your Personal Information and/or utilise software or online platforms to enter and process your information for an application, claims, or business management purposes. This will only be done in strict adherence to the requirements of the Act. We will restrict its processing of Personal Information to data which is sufficient for the fulfilment of the primary purpose and applicable legitimate purpose for which it was collected.

Any additional information or concerns can be found and raised with the Information Regulator, who can be contacted as shared below, but please feel free to contact us first to discuss any questions or concerns you may have:

Website: <https://www.justice.gov.za/infoereg/>

Tel: 012 406 4818

Email: infoereg@justice.gov.za

Your Personal Information is defined by the Protection of Personal Information Act (the Act) as:
“means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) 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; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) 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”.



PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 (as amended)

DATE OF COMPILATION: 01/10/2021
DATE OF REVISION: 15/12/2021

TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS
 - 1.1 “IO“ Information Officer;
 - 1.2 “Minister” Minister of Justice and Correctional Services;
 - 1.3 “PAIA” Promotion of Access to Information Act No. 2 of 2000(as Amended;
 - 1.4 “POPIA” Protection of Personal Information Act No.4 of 2013;
 - 1.5 “Regulator” Information Regulator; and
 - 1.6 “Republic” Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF VIKO SERVICES (PTY) LTD.

3.1. Chief Information Officer

Name: Isabella Petronella Victor
Tel: +27 (0) 82 445 2856
Email: viko@vikoservices.co.za
Fax number: none

3.2. Deputy Information Officer

Name: No Deputy Officer registered at the Regulator
Tel: n/a
Email: n/a
Fax Number: n/a

3.3 Access to information general contacts

Email: viko@vikoservices.co.za

3.4 Head Office:

Postal Address: 9 Hecate St. Riebeeckstad Welkom 9459

Physical Address: 9 Hecate St. Riebeeckstad, Welkom 9459

Telephone: +27 (0) 82 445 2856

Email: viko@vikoservices.co.za

Website: <https://vikoservices.co.za>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 4.2. The Guide is available in each of the official languages and in braille.
- 4.3. The aforesaid Guide contains the description of-
 - 4.3.1. the objects of PAIA and POPIA;
 - 4.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 4.3.2.1. the Information Officer of every public body, and
 - 4.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - 4.3.3. the manner and form of a request for-
 - 4.3.3.1. access to a record of a public body contemplated in section 11³; and
 - 4.3.3.2. access to a record of a private body contemplated in section 50⁴;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 4.3.4. the assistance available from the IO of a public body in terms of PAIA and POPIA;
- 4.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 4.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 4.3.6.1. an internal appeal;
 - 4.3.6.2. a complaint to the Regulator; and
 - 4.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 4.3.7. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 4.3.8. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 4.3.9. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- 4.3.10. the regulations made in terms of section 92¹¹.
- 4.4. Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.
- 4.5. The Guide can also be obtained-
 - 4.5.1. upon request to the Information Officer;

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

4.5.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

4.6 A copy of the Guide is also available in the following two official languages, for public inspection during normal office hours-

4.6.1 English and Afrikaans

5. CATEGORIES OF RECORDS OF Viko Services (Pty) Ltd WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

NB: Please specify the categories of records held by the body which are available without a person having to request access by completing Form C, types of the records and how the records can be accessed. These are mostly records that maybe available on the website and a person may download or request telephonically or by sending an email or a letter.

| Category of records | Types of the Record | Available on Website | Available upon request |
|--------------------------------|--|---|------------------------|
| PRIVACY POLICY | Popi Act Requirement | X | X |
| BUSINESS REGISRATION CPIC info | REGISTRATION NUMBER / BUSINESS PROFILE | https://eservi.ces.cipc.co.za/ | X |

6. DESCRIPTION OF THE RECORDS OF VIKO SERVICES (PTY)LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

NB: Please specify all the records which are created and available in accordance with any of the South African legislation. Below is an example of the table that can be used in describing the records and applicable legislation.

| Category of Records | Applicable Legislation |
|-----------------------------|--|
| Memorandum of incorporation | Companies Act 71 of 2008 |
| PAIA Manual | Promotion of Access to Information Act 2 of 2000 |

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SUPERMARKET FARMS CC.

NB: DESCRIBE THE SUBJECTS (I.E. FINANCE, SCM OR HR), IN RESPECT OF WHICH THE BODY HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT. BELOW IS AN EXAMPLE OF THE TABLE THAT CAN BE USED. .

| Subjects on which the body holds records | Categories of records |
|---|---|
| Strategic Documents, Plans, Proposals | Annual Reports, Strategic Plan, Annual Performance Plan, Risk Management Plan, Conflict of Interest Plan, Advertising Procedures, General Code of Conduct |
| Human Resources | <ul style="list-style-type: none"> - HR policies and procedures - Advertised posts - Employees records |

8. PROCESSING OF PERSONAL INFORMATION

8.1 Purpose of Processing Personal Information

- provide our services
- resolve disputes, collect fees, and troubleshoot problems;
- encourage safe trading and enforce our policies;
- customize, measure, and improve user experience and our services, content, and advertising deliver targeted marketing, service updates and promotional offers to you according to your preferences;
- do other things for users as described when Supermarket Farm collects the information.

8.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

| Categories of Data Subjects | Personal Information that may be processed |
|------------------------------------|---|
| Customers / Clients | name, address, registration numbers or identity numbers, employment status and bank details |
| Service Providers | names, registration number, vat numbers, bank details |
| Employees | address, qualifications, gender and race |

8.3 The recipients or categories of recipients to whom the personal information may be supplied

| Category of personal information | Recipients or Categories of Recipients to whom the personal information may be supplied |
|--|--|
| Identity number and names, for criminal checks | South African Police Services |

| Category of personal information | Recipients or Categories of Recipients to whom the personal information may be supplied |
|--|---|
| Qualifications, for qualification verifications | South African Qualifications Authority |
| Credit and payment history, for credit information | Credit Bureaus |

8.4 Planned transborder flows of personal information

NB: Viko Services make use of Google Cloud as back-up tool. Therefor personal information can be stored overseas.

8.5 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

To ensure the confidentiality and integrity of the personal information under the care of, we make use of Data Encryption applications; Anti-virus and Anti-malware subscription, off- site secure external hard-drive storage. Up-to-date security checks are frequently verified by a qualified IT specialist.

9. AVAILABILITY OF THE MANUAL

9.1 A copy of the Manual is available-

9.1.1 on <https://www.vikoservices.co.za/>

9.1.2 Office of Viko Services PTY Ltd for public inspection during normal business hours;

9.1.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

9.1.4 to the Information Regulator upon request.

9.2 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The director of a Viko Services (PTY) Ltd will, on a regular basis, update this manual.

Issued by



I.P. Victor
Director / Information Officer

Compiled: 02.09.2021

Updated: 17.01.2022



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

REGISTRATION CERTIFICATE

Registration Number: 50587/2021-2022/IRTT

This is to certify that **Isabella Petronella Victor** has been registered with the Information Regulator by **Viko Services (Pty) Ltd** as the Information Officer, in terms of section 55(2) of the Protection of Personal Information Act 4 of 2013 with effect from **10 July 2021**.

**Chief Executive Officer
INFORMATION REGULATOR**

NB: Please note that it is your responsibility to ensure that the particulars of an Information Officer and/or Deputy Information Officer(s) are correct and updated on an annual basis or as and when it becomes necessary.