

## **PROTECTION OF PERSONAL INFORMATION (POPI) ACT DISCLAIMER**

At Campbell Attorneys we ensure that your right to privacy is protected and therefore we make sure that the requirements of the POPI act is adhered to in the way in which we collect, store, process, share and destroy any personal information which we have been provided with.

### What is personal information?

The Act defines personal information as information relating to an identifiable, living, natural person, and where it is applicable an identifiable existing juristic person. Information relating to 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. Information relating to the education of the medical, financial, criminal or employment history of the person, any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person, the biometric information of the person, the personal opinions, views or preferences of the person, correspondence sent by the person that is implicitly or explicitly of a private and confidential nature or further correspondence that would reveal the contents of the original correspondence, the views or opinions of another individual about the person and 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

### The reason why we collect personal information

We need to collect your personal information in order to communicate with you telephonically, via our website, via email and/or any other means of communication. The information we may collect, amongst others include personal details such as your name, email address, telephone address, residential or business address, billing information such as payment information and VAT registration number and legally required information, which includes any additional information that the law requires from us to verify your identity.

### How to we acquire such personal information

Personal information can be acquired directly from you in person, via our website, via facsimile, telephonically, via registered mail/ordinary mail or electronically via email, WhatsApp, SMS, MMS or any other electronic means. In some circumstances we will collect personal information from third parties, where such information is publicly available or for legitimate business purposes.

### What do we use your personal information for?

Your personal information is used for legitimate business purposes which relate to our services and business mandate. We use this information to respond to your queries on our website, emailed to us or telephone enquiries, for purposes of signing you on as a client and for purposes of providing you with our services.

### Do we share your personal information?

We will only share your personal information for purposes of providing services to you or any other legitimate business purpose relating to our business activities, including but not limited to, the protection of our or your rights, complaints, marketing, or enforcing any agreement between us.

In certain circumstances, we may share your personal information with our service providers. We only share information with service providers after we enter into an agreement with the service provider to regulate the way in which the personal information will be secured.

Where the law requires us to do so, we may also share your personal information with third party service providers, agents, contractors, employees, law enforcement agencies or business affiliates. We will only share your personal information in these instances where it is necessary for us to do so and only to the extent that your personal information is needed for such third parties to perform their services or obligations.

### We take the following measures to ensure your personal information is secure

We will treat your personal information strictly as confidential; we take technical and organisational measures to ensure that your personal information is kept secure and protected against unauthorised or unlawful processing, destruction or damage, alteration, accidental loss, disclosure or access. We make use of electronic and computer safeguards such as firewalls, data encryption, and physical and electronic access control to the building.

### You have a right to your personal information

You have the right to object to the use of personal information. Once the objection is received, we will stop using your information, unless the law allows its use.

### Children's personal information and special personal information

With regard to the collecting processing the personal information of minor children (person's below the age of 18 years old), we ensure that we receive express consent

of a parent or guardian or if the law otherwise allows or requires us to process such personal information.

### Marketing

Once you become a client of Campbell Attorneys you will be added to our mailing list. This is used as a tool to send important information about our business, the services we offer, legal developments and news. You can unsubscribe from our mailing list at any time which will result in us no longer sending marketing e-mails to you. We include a link in every marketing communication allowing you to unsubscribe from marketing communication and you can e-mail us to remove you from the mailing list.

### Ensuring we have the correct information

If any of your personal information changes and you want to make us aware of that information or if you have given us incorrect information that needs to be corrected. You can e-mail us with the correct/updated information on [mail@campbellattorneys.co.za](mailto:mail@campbellattorneys.co.za)

### Retaining your personal information

We retain personal information in accordance with the required retention periods in law or for legitimate business purposes. We may keep personal information indefinitely in a de-identified format for statistical purposes. This privacy policy also applies when we retain your personal information.

### In case of a breach of security

If your personal information has been compromised and a breach has occurred, we will report such breach to the information regulator and to the individuals or companies involved. If you want to report any concerns about our privacy practices or if you suspect any breach regarding your personal information, please notify us on [mail@campbellattorneys.co.za](mailto:mail@campbellattorneys.co.za)