

# Protection of Personal Information Act (POPIA) Manual

## 1. Introduction

P & S Power Products is committed to protecting the privacy and personal information of its customers, employees, suppliers, and stakeholders in compliance with the Protection of Personal Information Act (POPIA), Act 4 of 2013. This manual outlines our policies and practices to ensure the responsible management, collection, and safeguarding of personal information.

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## 2. Company Details

**Name:** P & S Power Products

**Address:** 13 Clubhouse Pl, Westmead Ext, Pinetown, 3608

**Contact Numbers:** 0317002253 / 0317002252

**Information Officer:** [Insert Name and Contact Details]

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## 3. Scope of this Manual

This manual applies to:

- All personal information processed by P & S Power Products.
  - All employees, contractors, and third parties with access to such information.
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## 4. Purpose of Collecting Personal Information

P & S Power Products collects personal information for the following purposes:

1. **Service Delivery:** To provide products and services to customers.
  2. **Customer Support:** To address inquiries, complaints, and service requests.
  3. **Marketing:** To inform clients about new products, services, and promotions (with consent).
  4. **Compliance:** To comply with legal, regulatory, and contractual obligations.
  5. **Employment:** For HR and employment-related functions.
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## 5. Types of Personal Information Collected

The types of personal information collected include but are not limited to:

- **Customers:** Name, contact details, physical address, and payment information.
- **Suppliers:** Contact details, business registration numbers, and banking details.
- **Employees:** ID numbers, qualifications, contact details, and banking details.

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## 6. Methods of Collecting Personal Information

Personal information is collected through:

- Online forms on our website.
- Telephone or email inquiries.
- In-person interactions.
- Contracts, invoices, and purchase orders.

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## 7. Sharing and Disclosure of Personal Information

P & S Power Products does not sell personal information. However, we may share information with:

1. **Third-Party Service Providers:** For delivery, maintenance, and other operational purposes.
2. **Regulatory Authorities:** When required by law.
3. **Affiliated Companies:** To provide seamless services.

All third parties are bound by confidentiality agreements and are required to process information in compliance with POPIA.

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## 8. Security Safeguards

We implement the following security measures:

- Encryption and secure storage of digital records.
- Access control measures, including passwords and authentication protocols.
- Regular audits and reviews of data protection practices.
- Physical security for hard copies of personal information.

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## 9. Rights of Data Subjects

Under POPIA, individuals have the right to:

1. **Access Personal Information:** Request details of the personal information we hold about them.
2. **Correction:** Request corrections to inaccurate or outdated information.
3. **Deletion:** Request the deletion of personal information under specific conditions.
4. **Withdraw Consent:** Withdraw consent for marketing or other processing activities.

5. **Lodge Complaints:** File a complaint with the Information Regulator if their rights are violated.

**Contact Details of the Information Regulator:**

Email: [Insert Email Address]

Website: [Insert Website]

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**10. Retention of Personal Information**

Personal information will be retained only as long as necessary to fulfill the purposes for which it was collected or as required by law. Once no longer needed, information will be securely destroyed or anonymized.

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**11. Updates to this Manual**

This manual may be updated periodically to reflect changes in our practices or legal obligations. The latest version will be available on our website.

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**12. Contact Information**

For inquiries or to exercise your rights under POPIA, please contact us:

**Phone:** 0317002253 / 0317002252

**Address:** 13 Clubhouse Pl, Westmead Ext, Pinetown, 3608

**Hours:** Monday to Thursday 7:00am to 16:30pm, Friday 7:00am to 15:30pm

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By using our services or interacting with P & S Power Products, you agree to the collection, use, and processing of your personal information in accordance with this manual.