



30 June 2021

Dear client,

### **PROTECTION OF PERSONAL INFORMATION NOTICE**

The Protection of Personal Information Act 4 of 2013 (POPIA) will become effective on 1 July 2021. We are obliged to inform you of any information we keep (pertaining to yourself & your business), the purpose of the information and with whom we may need to share such information.

#### Information we collect:

- Identifiable information such as your ID number, your company's CIPRO information, contact details and e-mail addresses.
- We collect the information directly from you (as submitted to our online systems) when you instruct us to process your client's debt review payments.

#### How we use your information:

- We process your documentation during the signing up phase for registration on our processing platforms.
- We process your documentation & information in confirming and verifying your identity for NCR related reporting & queries.
- We may process your information for debt recovery.
- We retain and use your documentation for record keeping requirements.
- In providing our services to you as requested by you, and to maintain and constantly improve our relationship with you.
- We will use your information to keep you updated with information regarding debt review related matters that might affect you.
- To comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.
- We may disclose your information when instructed by you, where we have a duty or a right to disclose in terms of applicable legislation, the law or industry codes, or where it may be necessary to protect our / yours / your clients' (consumer) rights.

#### Safeguarding your information

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DC Partner (Pty) Ltd ; 59 Victoria Street, George ; 044 873 4532 ; [www.dcpartner.co.za](http://www.dcpartner.co.za)  
PO Box 10311, 6529 George, Western Cape ; Registration Number : 2008/018741/07  
NCR Registered Payment Distribution Agency: NCRPDA2  
Directors: H. Joubert ; K. Lutchman ; A. Duvenage

- POPIA requires us to adequately protect the personal information we hold and to avoid unauthorised access and use of your personal information.
- We will continuously review our security controls and processes to ensure that your personal information is secure.

Your rights to access and correction of your personal information

- You have the right to access the personal information we hold about you. You also have the right to ask us to update, correct or delete your personal information. We will take all reasonable steps to confirm your identity before providing details of your personal information or making changes to your personal information.

Please note that if our mandate with you has ended for any reason whatsoever it will be necessary for us to retain your records, including your private information, so that we can deal with any queries that may arise from any NCR related reporting and/or queries. Upon finalisation the information will be disposed of in a safe manner.

**You can contact us at the numbers or addresses listed below:**

Information Officer: HERMAN JOUBERT

Office Telephone Number: (044) 873 4532

Business Address: 59 Victoria Street, George, 6530.

E-mail: [pda@dcpartner.co.za](mailto:pda@dcpartner.co.za)

Website: [www.dcpartner.co.za](http://www.dcpartner.co.za)

Please view the PAIA manual on our website and note that a request for information may be subject to payment of a predetermined amount.

Kindly direct any queries or objections to the above contact details.

If we do not receive an e-mail indicating that you object to this notice within 14 days, we will assume consent.

Yours faithfully



Herman Joubert  
Chief Executive Officer

