

# Dear Vuvuzela Hotline Customer

The **Protection of Personal Information Act or POPIA** came into effect on **1 July 2021**.

It is designed to protect you from harm, theft, discrimination and breaches to your security and privacy.

All institutions need to comply with **POPIA** and must have the appropriate security measures in place to offer protection to individuals whose personal information is processed by them.

We take our responsibility to protect your personal information seriously, and we are taking all the necessary precautions to ensure that your information is protected.

Recently you would have experienced extra layers of security when interacting with ANY website / company - to safeguard personal and sensitive information.

Likewise, we are continuously monitoring and improving our information security of our all our communication channels that contain personal or sensitive information to ensure that only intended individuals are able to access this information.

## WHAT PERSONAL INFORMATION DO WE COLLECT?



If you request our firm to send you information on our services, for example through our website or directly by emailing us, we will collect your contact details, i.e. name surname, email address, telephone number etc.

As our client we will collect: your contact details, your details required for billing purposes and also information that will make it possible for us to render the services for which you appointed us.

## WHAT DO WE DO WITH YOUR PERSONAL INFORMATION?



We use your personal information to provide you with the professional services you requested.  
That's it!

## WHAT DON'T WE DO WITH YOUR PERSONAL INFORMATION?



- ❖ Sell or give away your personal information.
- ❖ Use it for a purpose that you are not aware of.

## HOW WE WILL MAKE SURE YOUR PERSONAL INFORMATION IS SECURE?



We are advocates of the “**confidentiality, integrity, availability**” (CIA) method.

**Confidentiality:** only the people who need to know will have access to your personal information.

**Integrity:** only a designated few will be able to update your personal information.

**Availability:** your personal information will be available when needed.

We thank you for your understanding and support as we implement these additional safeguarding measures to our systems and processes in order to comply with **POPIA**.

**Please see our full Privacy Policy Statement and Privacy Notice explaining in detail how we are using and protecting personal information**