

KEMP &
ASSOCIATES

Privacy Notice

Introduction

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

Kemp & Associates is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

For purposes of this notice and in terms POPIA, “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

This is any information about a person to identify a person directly or indirectly and includes information like a name, identification number, location information, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

POPIA also applies to juristic persons and the same protection applies to the personal information of a juristic person.

The personal information we collect

We collect and process the following personal information:

- Personal details, such as your name, e-mail address and telephone number;
- 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 we collect your personal information

- We collect and process your personal information directly from you, where you provide us with your personal details or if we request it from you.
- In some instances, we collect personal information from third parties, but this is only information that is publicly available or for legitimate business purposes.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. Examples of the purpose for which we may collect your personal information include:

- To respond to queries posted on our website or that have been e-mailed to us;
- To confirm and verify your identity as required by law to enable us onboard you as a client;
- To provide you with our services; and/or
- To comply with our regulatory obligations.

Disclosure of 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:

- Where we have a duty or a right to disclose in terms of law or industry codes; or
- Where we believe it is necessary to protect our rights.

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may transfer your information cross border for our legitimate business purposes, such as for cloud storage and for our billing practices, but all information transfers will comply with the applicable laws.

Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

Your Rights: Access to information

You have rights in relation to:

- Access the personal information we hold about you;
- Ask for your personal information to be corrected, updated or delete which is out of date or incorrect; and/or
- Ask whether we have provided any third party with your information and if so, the reason therefore.

Contact Details

Our contact details and details of our Information Officer should you want to comment, complain or ask questions about our Privacy Notice or your personal information;

Information Officer

Name: Chantal Charmaine Williams
Tel: (021) 979 3280
Email: chantal@kemplaw.co.za
Fax Number: 086 600 1203

Access to information general contacts

Email: info@kemplaw.co.za

Head Office

Postal Address: PO Box 478
Durbanville
7551

Physical Address: 8 Church Street
Durbanville
7550

Telephone: (021) 979 3280
Website: www.kemplaw.co.za

Lodging a complaint

We request that you inform our offices first should you believe that we are using your personal information unlawfully. You may also lodge a complaint with the Information Regulator with the following contact details:

Website: www.justice.gov.za/inforeg/index.html
Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address: PO Box 31533, Braamfontein, Johannesburg, 2017
Contact Number: (012) 406 4818
Fax Number: 0860 500 3351
E-mail: POPIAComplaints@infoeregulator.co.za