

Update: *Protection of Personal Information Act (POPIA)*

The *POPIA* promotes the protection of personal information. All natural and juristic persons had to be *POPIA* compliant by 1 July 2021. The PSA prioritises the protection of members' personal information and will only collect, use, and retain members' personal information if there is a lawful purpose for doing so. The PSA will follow the *POPIA* provisions in doing so.

Personal information is information that identifies a person, for example, name, surname, race, gender, identity number, contact details and bank account number. The PSA collects and uses personal information mainly to:

- Manage trade union membership.
- Communicate and interact with members. Communication may be done by email, phone, post or online (through the PSA's website or social media platforms).
- Make payments to members such as honorarium, travel and subsistence, etc.
- Comply with legal obligations, for example, *Labour Relations Act*, *Income Tax Act* and other applicable laws.
- Improve services by conducting research and surveys to obtain feedback from members.
- Provide members with PSA information.
- Obtain members' mandates.

The PSA normally collects personal information directly from prospective members and members by means of a completed membership application form. The PSA may also collect members' personal information from other sources, if the *POPIA* allows for this, for example, a member's rank from the Persal system. Once there is no longer a lawful reason for keeping the personal information, the information will either be destroyed or "de-identified" (a process allowed in the *POPIA* whereby information is deleted and cannot be linked to a person).

The PSA will take reasonably practicable steps to ensure that members' personal information is complete, accurate and recent. Members have a right to request a copy of their personal information as held by the PSA. Members also have the right to ask the PSA to update, correct or delete their personal information. It would thus be appreciated if members could promptly notify the PSA of any changes to their personal information to ensure information accuracy. Please note that should a member choose to request the PSA to delete personal information, this will hinder the PSA from rendering adequate services and protecting the member's interests.

The PSA has put in place technical measures to safeguard personal information against access by unauthorised persons, unlawful disclosure, or breaches. For more information, contact ask@psa.co.za.

GENERAL MANAGER