

Dear Client

The Protection of Personal Information Act (POPIA) is now in operation and we are obliged to essentially comply. POPIA regulates how we handle your personal information while performing our work to render a legal service to you.

POPIA is intended to balance two competing interests, these are:

- Your constitutional right to privacy (which requires your personal information to be protected):
and
- The needs of our society to have access to and to use your personal information for legitimate purposes, for example, to enable us effectively render our legal services to you.

We are committed to protecting your privacy and ensuring that your personal information is used appropriately, transparently, securely and in accordance with applicable laws.

THE COLLECTION AND PROCESSING OF PERSONAL INFORMATION

1. We will collect and process your personal information for the purpose of rendering a particular legal service and the type of information will depend on the nature of the legal service/s to be provided. This may be the transfer of a property; the registration or cancellation of a mortgage bond; the drafting of a will or a contract; for litigation or for some other type of matter.
2. We will collect the majority of your personal information directly from you. Please cooperate with us when we do so. We will also collect your personal information from any intermediary that you might have used, for example, an estate agent or a bank, and from public records.
3. You have a choice as to whether you will supply us with the requested information. Please note that if you fail to supply the information we ask for, we will not be able to perform our work properly. In addition, this might place you in breach of contract.
4. We may disclose and provide your personal information to all the necessary authorities that require it for the purposes of doing their work which is related to the work we are doing for you. For example, if you are purchasing a property, we will share your personal information with the Deeds Registry, SARS, the municipality; or if you have mandated us to apply for a liquor licence, we will share your personal information with the Liquor Authority.
5. Unless we are legally obliged to share your personal information, your personal information will not be shared without your consent. Where we are legally obliged to share your personal information, we will only share so much of your personal information as is needed by the authority that requires it, and we will only do so when it is necessary for us to perform our work.

Established 1899

Level 1 BBBEE contributor

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6. All of our staff are bound by confidentiality clauses in their contracts of employment. Furthermore, we have agreements in place with all our third-party service providers to ensure there is a mutual understanding with regard to the protection of your personal information. Our service providers are subject to the same regulations as we are.
7. If there is an international component to the work we are attending to for you, and if we are required to share your personal information with an overseas recipient, you are entitled to ask us how your personal information will be protected in this foreign country, and we will endeavor to assist you.
8. You have the right of access to your personal information and the right to request us to update or correct any personal information that we have on record. In addition, you have the right to object to us continuing to process your personal information. In this regard, please note that if you do exercise this right, we will not be able to perform our work properly.
9. We are obliged by law to retain our records for a period of time after we have fulfilled our mandate with you. During this period, your personal information will also remain protected. On expiry of this prescribed period, your personal information will be destroyed in a way that de-identifies you.

THE SECURITY OF OUR SYSTEMS

1. Our email server runs on Outlook 365, we use a Firewall to protect the data on our local servers and we run antivirus protection constantly. This ensures our systems are kept updated with the latest patches.
2. We will continuously review our security controls and processes to ensure that your personal information is secure.

Our Information Officer is Jacques Fourie, who can be contacted on 021 914 5511 or at FRMC@caf.co.za.

Should you have any issues with the way in which we are processing your personal information, you are entitled to lodge a complaint with the Information Regulator, whose contact details are:

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