

DATA PRIVACY POLICY

as prescribed by the provisions of
the Protection of Personal Information Act, 2013

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1. INTERPRETATION

1.1. SBA Towers South Africa (Proprietary) Limited is defined as a private body in terms of the Act.

1.2. In this policy document, unless the context indicates a contrary intention, the following words and expressions shall bear the meanings assigned to them and cognate words and expressions shall bear corresponding meanings:

- | | | |
|--------|-----------------------|---|
| 1.2.1. | “the Act” | the Protection of Personal Information Act No 4 of 2013 and the Regulations to the Act; |
| 1.2.2. | “Associates” | any other person who assists in carrying out or conducting the business of SBA, including SBA Communications Corporation, the directors, employees, and consultants; |
| 1.2.3. | “SBA” | SBA Towers South Africa (Proprietary) Limited, registration number 2014/077051/07, a private company incorporated in terms of the laws of South African and a subsidiary of SBA Communications Corporation, referred to in the policy document as SBA or we / us / our; |
| 1.2.4. | “Biometrics” | a technique of personal identification that is based on physical, physiological or behavioural characterisation including blood typing, fingerprinting, DNA analysis, retinal scanning and voice recognition; |
| 1.2.5. | “Consent” | any voluntary, specific, and informed expression of will in terms of which permission is given for the processing of Personal Information; |
| 1.2.6. | “Constitution” | the Constitution of the Republic of South Africa, 1996; |

1.2.7.	“Customers”	refers to any natural or juristic person including SBA tenants, landlords and partners;
1.2.8.	“Data Subject”	means the natural or juristic person to whom the Personal Information relates;
1.2.9.	“De-Identify”	to delete any information that identifies a Data Subject, can be used or manipulated, or can be linked by a reasonably foreseeable method to other information that identifies the Data Subject;
1.2.10.	“Electronic Communication”	any text, voice, sound, or image message sent over an electronic communications network which is stored in the network or in the recipient’s terminal equipment until it is collected by the recipient;
1.2.11.	“Filing System”	any structured set of Personal Information, whether centralised, decentralised, or dispersed on a functional or geographical basis, which is accessible according to specific criteria;
1.2.12.	“Information Officer”	the individual appointed in terms of the Act;
1.2.13.	“Operator”	a person who processes Personal Information for SBA in terms of a contract or mandate, without coming under the direct authority of SBA;
1.2.14.	“PAIA”	the Promotion of Access to Information Act No 2 of 2000 and the Regulations;
1.2.15.	“Person”	a natural or juristic person as the case may be;
1.2.16.	“Personal Information”	the information set out in paragraph 7 below;

1.2.17. “PIIA”	a Personal Information Impact Assessment for purposes of establishing a record of the manner in which Personal Information is being processed and to evaluate the impact thereof on the privacy rights of Persons;
1.2.18. “Policy”	this policy and the annexures thereto;
1.2.19. “Processing”	includes anything that is done with Personal Information and includes any operation or activity, whether or not by automated means concerning Personal Information including: <ul style="list-style-type: none"> - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; - dissemination by means of transmission, distribution or making available in any other form; or - merging, linking, as well as restriction, degradation, erasure or destruction of information;
1.2.20. “Record”	any recorded information regardless of form or medium in the possession or under the control of SBA whether or not it was created by SBA and regardless of when it came into existence;
1.2.21. “Regulator”	the Information Regulator as established in terms of section 39 of the Act;
1.2.22. “Re-identify”	in relation to personal information of a Data Subject, means to resurrect any information that has been De-identified, that identifies the Data Subject, can be used or manipulated by a reasonably foreseeable method to identify the Data Subject, or can be linked by a reasonably

foreseeable method to other information that identifies the Data Subject;

1.2.23. **“SBACC”**

means the holding company of SBA with Federal Employer Identification Number: 65-0716501 and registered in the State of Florida within the United States of America;

1.2.24. **“Sensitive Personal Information”** Personal Information as referred to in section 26, relating to race or ethnicity, political opinions, religious or philosophical beliefs, trade union membership, physical or mental health, sexual life, any actual or alleged criminal offences or penalties, national identification number, or any other information that may be deemed to be sensitive under applicable law;

1.2.25. **“Services”**

the SBA services including but not limited to the development of communication tower facilities and the leasing of sites for the installation of infrastructure equipment required for the operation of telecommunication networks and related matters;

1.2.26. **“Service providers”**

third party providers of various services that SBA engage with, including but not limited to, providers of information technology, town planners and developers, communication, file storage, data storage, copying, printing, accounting or auditing services, legal advisors, insurers and other professional advisors;

1.2.27. **“Website”**

any website operated or maintained by SBA or on our behalf.

2. INTRODUCTION

- 2.1 SBA owns and operates high-quality tower sites in South Africa and offers the Services.
- 2.2 Our relationship with our employees, Customers and Service Providers is based on mutual trust and honesty and we are committed to protecting privacy rights pertaining to the processing of Personal Information in accordance with the prescripts of the Act.

3. PURPOSE

- 3.1 The purpose of this Policy is to establish a compliancy framework in terms of the Act and to adopt measures for the protection and use of Personal Information and Sensitive Personal Information.
- 3.2 This Policy explains how we protect and process your Personal Information and aims to ensure the exercise of effective control over the processing of Personal Information in the course and scope of rendering Services.
- 3.3 By providing us with your Personal Information and Consent, you:
- 3.3.1 agree to this Policy and authorise us to process such information as set out herein; and
 - 3.3.2 authorise us, our Associates, Service Providers and other third parties to process Personal Information for the purposes stated in this policy.

4. AVAILABILITY OF THE POLICY

- 4.1 Copies of the Policy can be obtained from the Information Officer or from our Website.

5. COMPANY DETAILS

Physical address:	Cecilia Square, 100 Cecilia Street, Paarl, 7646, South Africa
Postal address:	Postnet Suite 174, Private Bag X3036, Paarl, 7620
Telephone number:	+27 21 870 1368

6. INFORMATION OFFICER

- 6.1 The Act prescribes the appointment of an Information Officer where such Information Officer is responsible to, *inter alia*, encourage compliance with the conditions for the lawful processing of Personal Information, to ensure that PIIA's are done, to ensure internal measures are developed together with adequate systems to process requests for information or access thereto and to ensure internal awareness is created within SBA through training and other measures.
- 6.2 SBA has opted to appoint an Information Officer to ensure compliance as well as to oversee its required functions in terms of the Act.
- 6.3 The Information Officer may appoint, where it is deemed necessary one or more Deputy Information Officer(s).
- 6.4 All request for information in terms of this Act must be addressed to the Information Officer
- 6.5 The contact details of the Information Officer, Authorised Person and Deputy Information Officer are as follows:

Information Officer:	Paul Jansen Van Rensburg
Physical address:	Cecilia Square, 100 Cecilia Street, Paarl, 7646, South Africa
Postal address:	Postnet Suite 174, Private Bag X3036, Paarl, 7620
Telephone number:	+27 21 870 1302 or +27 83 212 2815
E-mail address:	pjansenvanrensburg@atlastowers.co.za

Deputy Information Officer:	Suné Meyer
Physical address:	Cecilia Square, 100 Cecilia Street, Paarl, 7646, South Africa
Postal address:	Postnet Suite 174, Private Bag X3036, Paarl, 7620
Telephone number:	+27 21 870 1302 or +27 82 805 4006
E-mail address:	sumeyer@atlastowers.co.za

7. CATEGORIES OF PERSONAL INFORMATION

- 7.1. We may collect or obtain Personal Information about you:
 - 7.1.1 directly from you;
 - 7.1.2 in the course of our relationship with you;
 - 7.1.3 in the course of providing the Services to you or your organisation;
 - 7.1.4 when you make your Personal Information public; and
 - 7.1.5 when you visit and/or interact with our Website.
- 7.2. We may also receive Personal Information about you from third parties such as the Companies and Intellectual Property Commission and the Registrar of Deeds.
- 7.3. The Personal Information in the context of the Act can relate to any of the below identifiable characteristics in respect of a Person:
 - 7.3.1 Personal details: race, pregnancy, marital status, ethnic, or social origin, colour, sexual orientation, physical or mental health, well-being, disability;
 - 7.3.2 Demographic information: gender, age, nationality, salutation, title, and language preferences;
 - 7.3.3 Identifier information: passport or national identity number, utility provider details, bank statements, tenancy agreements;
 - 7.3.4 Contact detail: e-mail address, physical address, telephone number, location information, online identifier, or other particular assignment to the person;
 - 7.3.5 Contract details: details of individuals entering into service or other agreements with SBA, Personal Information included in correspondence, documents, evidence, or other materials that SBA processes in the course of providing the Services;
 - 7.3.6 Attendance records: details of meetings and other events organised by or on behalf of SBA that you have attended;
 - 7.3.7 Consent records: records of any consents you may have given, together with the date and time, means of consent and any related information;
 - 7.3.8 Payment details: billing address, payment method, bank account number or credit card number, invoice records, payment records, SWIFT details, IBAN details, payment amount, payment date, and records of cheques;
 - 7.3.9 Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

- 7.3.10 Data relating to your visits to our Website: your device type, operating system, browser type, browser settings, IP address, language settings, dates and times of connecting to the Website, and other technical communications information;
 - 7.3.11 Content and advertising data: records of your interactions with our online advertising platform, records of advertising and content displayed on pages displayed to you, and any interaction you may have had with such content or advertising (including, but not limited to, mouse hover, mouse clicks and any forms you complete).
 - 7.3.12 Information relating to the education or the medical, financial, criminal or employment history of the person;
 - 7.3.13 Biometrics; and
 - 7.3.14 The personal opinions, views, or preferences; religion, conscience, belief, or culture.
- 7.4. Where we need to process your Sensitive Personal Information, we will do so in the course and scope of rendering the Services, for a legitimate purpose, and in accordance with applicable law.

8. **LAWFUL PROCESSING OF PERSONAL INFORMATION**

- 8.1 Personal Information will either be processed directly by SBA or may be processed by an Operator as authorised by SBA.
- 8.2 The following conditions as set out in Chapter 3 of the Act are applicable for the lawful processing of Personal Information:

Accountability	<p>We are accountable for complying with the measures as prescribed in the Act;</p> <p>Control measures:</p> <ul style="list-style-type: none"> – the personal information being processed by SBA needs to be identified; and – SBA must identify and appoint a person (or persons) (the Information Officer) charged with the safeguarding of personal information.
Processing Limitation	<p>Personal Information may only be processed lawfully and in a reasonable manner that does not infringe on your right to privacy.</p>

	<p>SBA will restrict its processing of Personal Information to data which is sufficient for the fulfilment of the primary and legitimate purpose for which it was collected. Your consent is required, and you may object to the processing of Personal Information. You will be required to complete Annexure 1 if you object to the processing of your Personal Information.</p>
Purpose Specification	<p>This condition entails three separate elements, the collection for a specific purpose, that the data subject is aware of the purpose of collection and the retention of personal information for no longer than it may be required.</p> <p>Personal Information will be collected for a specific and explicitly defined purpose related to a function or activity of SBA. We shall only retain and store Personal Information in the Filing System for the period for which the data is required to serve its primary purpose or a legitimate interest or for the period required to comply with applicable legislation, whichever is longer.</p> <p>Records containing Personal Information will be destroyed or deleted as soon as reasonably practicable. This will be done in a manner that will prevent the reconstruction of the document.</p>
Further Processing Limitation	<p>Further processing of Personal Information must be in accordance with the purpose for which it was initially collected as indicated above and may include the De-identification and Re-identification of Personal Information.</p>
Information Quality	<p>The Personal Information provided to SBA should be accurate, complete, and up to date and we must be informed of any changes.</p>
Openness	<p>All documentation related to processing operations will be maintained by SBA in its Filing System in accordance with section 51 of PAIA. We will inform you of the information being collected, the purpose for which the information is being collected and whether the information will be transferred to third parties.</p>
Security Safeguards:	<p>SBA implements appropriate technical and organisational security measures to protect your Personal Information against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, in accordance with applicable law.</p> <p>Where there are reasonable grounds to believe that your Personal Information has been accessed or acquired by any unauthorised person you will be notified in writing.</p>

	<p>Because the internet is an open system, the transmission of information via the internet is not completely secure.</p> <p>Although we implement all reasonable measures to protect your Personal Information, we cannot guarantee the security of any information transmitted using the internet and we cannot be held liable for any loss of privacy occurring during such transmission.</p>
Your Participation	<p>You are entitled to request SBA to confirm whether we hold Personal Information about you or to request the record or description of such information from us including details of any third parties who have or had access to the information. You may request SBA to correct or delete Personal Information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, obtained unlawfully; or destroy or delete a record of Personal Information about you that SBA is no longer authorised to retain. Please refer to Appendix 2.</p>

9. ADDITIONAL RIGHTS

In addition to the rights as contemplated above, the following rights are afforded to you.

- 9.1 You have the right not to have your Personal Information processed for purposes of direct marketing by means of unsolicited electronic communications from third parties unknown to you.
- 9.2 SBA is not permitted to provide your Personal Information to any third party for direct marketing purposes without your consent.
- 9.3 You have the right to lodge a complaint with the Information Regulator regarding alleged interferences with the protection of Personal Information in terms of POPI. The Information Regulator's contact information is below. Please follow any applicable instructions for submitting a complaint on the Information Regulator's website:

Website: <https://www.justice.gov.za/infocreg/index.html>

Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

Complaint Email: complaints.IR@justice.gov.za

10. THE PROCESSING OF PERSONAL INFORMATION AND RELATED MATTERS

- 10.1 SBA will process your Personal Information in the ordinary course of its business and in order to render the Services.
- 10.2 Your Personal Information may be subject to processing during the course of various activities, including, without limitation, to the following:
- 10.2.1 operating our business;
 - 10.2.2 analysis, evaluation, review, and collation of information in order to determine legal and contractual compliance, prepare or comment on opinions, memoranda, agreements, correspondence, reports, publications, documents relating to legal proceedings and other documents and records (whether in electronic or any other medium whatsoever);
 - 10.2.3 compliance with applicable laws and fraud prevention;
 - 10.2.4 transfer of information to our Service Providers and other third parties for legitimate purposes;
 - 10.2.5 international transfer of information within SBA;
 - 10.2.6 recruitment;
 - 10.2.7 training;
 - 10.2.8 risk assessments, PIIA's, information security management, statistical purposes, trend analysis and planning purposes;
 - 10.2.9 corruption detection, prevention, investigation, and prosecution;
 - 10.2.10 monitoring and recording calls and electronic communications with you for quality, training, investigation, and fraud prevention purposes;
 - 10.2.11 to enforce or defend our rights; and
 - 10.2.12 to manage our relationship with you and for marketing activities in order to establish, maintain and/or improve our relationship with you and with our Service Providers.
- 10.3 Your Personal Information may be processed for internal management and management reporting purposes, including but not limited to, conducting internal audits, conducting internal investigations, implementing internal business controls, providing central processing facilities, for insurance purposes and for management reporting analysis and for safety and security purposes.
- 10.4 The processing of your Personal Information referred to above applies *mutatis mutandis* to the international transfer within SBA.

- 10.5 Please note that you are not required to provide us with Personal Information. However, in certain circumstances, if you do not provide us with Personal Information, we may be unable to transact with you, provide our services to you, complete your requests for support or assistance, or engage you in our recruitment or employment process, as may be applicable to you.

11. RETENTION OF PERSONAL INFORMATION RECORDS

SBA may retain Personal Information records indefinitely, unless the Data Subject objects thereto. If the Data Subject objects to indefinite retention of its Personal Information SBA shall retain the Personal Information records to the extent permitted or required by law.

12. INTERNATIONAL TRANSFER OF PERSONAL INFORMATION

- 12.1. Personal Information may only be transferred out of the Republic of South Africa to a third party in a foreign country under limited circumstances, namely:
- 12.1.1. if the third party to which the data is transferred to is subject to law, binding corporate rules or a binding agreement that provides for an adequate level of protection substantially similar to the Act;
 - 12.1.2. the operator or third party undertakes to protect the Personal Information in line with applicable data protection legislation;
 - 12.1.3. if you consent to the transfer thereof;
 - 12.1.4. if the transfer is necessary for the performance of a contractual obligation between you and SBA or between SBA and a third party; or
 - 12.1.5. if the transfer is for your benefit, and it is not reasonably practicable to obtain your consent, and if it were, you would in all likelihood provide such consent.
- 12.2. For purposes of the above, it is recorded that the SBA Associates comply with paragraph 12.1 above.

13. INFORMATION SECURITY MEASURES

- 13.1. The details given below are to be interpreted as examples of how SBA aims to achieve an adequate data protection level for each objective. We may use alternative measures and adapt to technological security development, as needed, provided that the objectives are achieved.
- 13.2. SBA shall implement suitable measures in order to:

- 13.2.1. prevent unauthorised persons from gaining access to data processing equipment where Personal Information is processed;
- 13.2.2. prevent the unauthorised manipulation of media, including reading, copying, alteration or removal of the data media used by SBA;
- 13.2.3. prevent unauthorised input into data memory and the unauthorised reading, alteration, or deletion of stored data;
- 13.2.4. prevent data processing systems from being used by unauthorised persons by means of data transmission equipment;
- 13.2.5. ensure that the persons entitled to use data processing systems are limited to access based on their authority / access limitations;
- 13.2.6. enable the verification and tracing of the locations and destinations applicable to the transfer of Personal Information;
- 13.2.7. prevent Personal Information from being accessed, copied, altered, or deleted by unauthorised persons during the transmission thereof; and
- 13.2.8. maintain our internal organisation in a manner that meets the requirements of this policy.

14. INCIDENT MANAGEMENT PLAN

- 14.1. Although SBA take every reasonable precaution to protect Personal Information from theft, unauthorised access, and disruption of services we cannot guarantee that the processing of Personal Information would never be subject to theft or unauthorised access.
- 14.2. Our security controls are designed to an appropriate level of data confidentiality, integrity, and availability.
- 14.3. Steps SBA implement following a data breach:
 - 14.3.1. If any employee of SBA becomes aware of a data breach of any kind, they are required to report it immediately to their direct supervisor alternatively someone in a management position.
 - 14.3.2. The appropriate supervisor and / or manager will then inform the Information Officer of the breach and the IT Security team will be advised accordingly as well.
 - 14.3.3. The IT Security team will take the following appropriate measures:

- 14.3.3.1. Identify the type of breach that has occurred and identify the affected systems or applications, thereby establishing the appropriate steps to take.
 - 14.3.3.2. Containment of the compromised system or application;
 - 14.3.3.3. Determine the point of origin of the breach;
 - 14.3.3.4. Assess the extent of the damage and further possible vulnerabilities, and act accordingly;
 - 14.3.3.5. Once all systems are restored and a thorough investigation is conducted, the IT security team will submit a comprehensive report on the cause of the breach, extent of damage or exposure, the incident response measures and recommendations on future preventative measures.
- 14.3.4. In the event of a breach, we will notify the relevant / affected parties..
- 14.3.5. SBA will ensure that all details pertaining to the incident will be accurately recorded and investigated in order to ascertain what lead to the incident and in order to improve on its security control measures thereby prohibiting such occurrence in the future.
- 14.3.6. Appropriate action will be taken against the party at fault, if required, i.e., disciplinary action if SBA staff members have breached confidentiality, or criminal charges will be brought against theft.

15. REMEDIES

- 15.1. SBA has adopted an internal complaints procedure. As such, if you are of the opinion that your right to privacy has been infringed, you can follow the below complaints procedure:
- 15.1.1. You can lodge your complaint in writing to the Information Officer by completing the attached Complaints form (Appendix 3).
 - 15.1.2. When the complaint is received, it will be validated and logged as a new complaint.
 - 15.1.3. We will acknowledge receipt of the complaint in writing and take the necessary action.

- 15.1.4. The Information Officer will investigate the complaint to ascertain whether it can be resolved immediately or whether further time is required to resolve the matter.
- 15.1.5. A thorough investigation into the complaint will be conducted and adequate steps will be taken to address the complaint, which may include appropriate disciplinary action against SBA employees.
- 15.1.6. We will inform the complainant in writing of the resolution of the complaint and the outcome thereof.
- 15.2. Should you not be satisfied in the manner in which your complaint was dealt with, you may exercise such external remedies that are available to you such as submitting a complaint to the Regulator or seek legal redress.

16. DESTRUCTION OF DOCUMENTS

- 16.1. Documents shall be destroyed after the termination of prescribed retention periods or as determined by the SBA from time to time.
- 16.2. Each department is responsible for attending to the destruction of its documents and electronic records, which must be done on a regular basis. Files must be checked in order to make sure that they may be destroyed and also to ascertain if there are important original documents in the file. Original documents must be returned to the holder thereof, failing which, they should be retained by the SBA pending such return.
- 16.3. Deletion of electronic records must be done in consultation with the IT Department, to ensure that deleted information is incapable of being reconstructed and/or recovered.
- 16.4. Documents may also be stored off-site, in storage facilities approved by SBA.

17. ELECTRONIC STORAGE

- 17.1. The internal procedure requires that electronic storage of information and Personal Information: important documents and information must be referred to and discussed with IT who will arrange for the indexing, storage and retrieval thereof. This will be done in conjunction with the departments concerned.

- 17.2. Scanned documents: If documents are scanned, the hard copy must be retained for as long as the information is used or for 1 year after the date of scanning, with the exception of documents pertaining to personnel. Any document containing Personal Information on the written particulars of an employee, including employee's name and occupation, time worked by each employee, remuneration and date of birth of an employee under the age of 18 years; must be retained for a period of 3 years after termination of employment.
- 17.3. Section 51 of the Electronic Communications Act No 25 of 2005 requires that Personal Information and the purpose for which the data was collected must be kept by the person who electronically requests, collects, collates, processes or stores the information and a record of any third party to whom the information was disclosed must be retained for a period of 1 year or for as long as the information is used. It is also required that all Personal Information which has become obsolete must be destroyed.

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE ACT

Note:

1. Affidavits or other documentary evidence, as applicable in support of the objection, may be attached.
2. If the space provided for in this Form is inadequate, submit information as an annexure to this form and sign each page.
3. Complete as applicable.

A: YOUR DETAILS	
Name(s) and surname:	
Identity Number:	
Residential and postal address:	
Contact number(s):	
E-mail address:	
B: DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/ registered name of employee:	
Business address:	
Contact number(s):	
E-mail address:	
C: REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) AS SET OUT BELOW Personal Information may only be processed if: <ol style="list-style-type: none"> a. processing protects a legitimate interest of the data subject; b. processing is necessary for the proper performance of a public law duty by a public body; or c. processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied. 	

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE ACT

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.
3. Complete as applicable.

Mark the appropriate box with an "X".

☐

Correction or deletion of the Personal Information which is in possession or under the control of SBA.

☐

Destroying or deletion of a record of Personal Information which is in possession or under the control of SBA and who is no longer authorised to retain the record of information.

A: YOUR DETAILS	
Name(s) and surname:	
Identity Number:	
Residential and postal address:	
Contact number(s):	
E-mail address:	
B: DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/ registered name of employee:	
Business address:	
Contact number(s):	
E-mail address:	

C: INFORMATION TO BE CORRECTED/DELETED/ DESTRUCTED/ DESTROYED
D: REASONS FOR CORRECTION OR DELETION OF THE PERSONAL INFORMATION WHICH IS IN POSSESSION OR UNDER THE CONTROL OF SBA; AND OR REASONS FOR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION WHICH SBAIS NO LONGER AUTHORISED TO RETAIN

Signed at _____ on this_____ day of _____ 20____

SIGNATURE

COMPLAINT FORM**Note:**

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this form is inadequate, submit information as an annexure to this form and sign each page.
3. Complete as applicable.

Mark the appropriate box with an "X".

☐

Right to privacy has been breached.

☐

Your Personal Information has been mishandled.

A: YOUR DETAILS	
Name(s) and surname:	
Identity Number:	
Residential and postal address:	
Contact number(s):	
E-mail address:	
B: DETAILS OF RESPONSIBLE PARTY	
Name(s) and surname/ registered name of employee:	
Business address:	
Contact number(s):	
E-mail address:	

C: DETAILED INFORMATION REGARDING COMPLAINT:

Signed at _____ on this _____ day of _____ 20____

SIGNATURE