

## 1. THE PROTECTION OF PERSONAL INFORMATION (POPI) ACT POLICY

The Protection of Personal Information (POPI) Act requires us to inform staff, partners and visitors how we use and disclose their personal information obtained from them. We are committed to protecting people's privacy and will ensure that the people's personal information is used appropriately, transparently and according to applicable law. Your right to privacy and security is very important to us. We, *Mercy Air South Africa* treat personal information obtained as private and confidential and are committed to providing you with secure access to our services.

This Privacy Policy tells you how we will process and protect your personal information.

***Personal Information***, in terms of the Protection of Personal Information Act, 4 of 2013 ("POPIA"), means "information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person". South Africa's Constitution, Act 108 of 1996, provides that everyone has the right to privacy. This includes the right to protection against the unlawful collection, retention, dissemination and use of your personal information. Because of the sensitivity of some personal information, we ensure that the way we process your personal information complies fully with POPIA.

This Privacy Policy applies to any of your personal information that we collect and process through our websites, [www.mercyair.co.za](http://www.mercyair.co.za) and or which you authorise us to collect from third parties.

You will see that some of the words listed in this Privacy Policy are in italics. Those words are defined in POPIA and those definitions apply to this Privacy Policy. For example, under POPIA, you are defined as a data subject.

Our Privacy Policy terms may change from time to time. When we change them, the changes will be made on our website. Please ensure that you visit our website and regularly read this Privacy Policy. Although we do not promise to do so, we may give you notice of any changes we think are important.

## 2. Your rights under this Privacy Policy

You have the right to have your personal information processed lawfully. Your rights include the right:

- to be notified that your personal information is being collected or that your personal information has been accessed or acquired by an unauthorised person e.g. where a hacker may have compromised our computer system;
- to find out whether we hold your personal information and to request access to your personal information;
- to request us, where necessary, to correct, destroy or delete your personal information;
- to object, on reasonable grounds, to the processing of your personal information;
- to submit a complaint to the Regulator if you believe that there has been interference with the protection of your personal information, or if you believe that an independent adjudicator who may be resolving your complaint against us, has not decided the matter correctly; and
- to institute civil proceedings against us if you believe that we have interfered with the protection of your personal information.

### 3. Types of personal information collected and how we collect it.

We collect and process people's personal information mainly to provide them with a proper service as an employer and aircraft operator. The type of information we collect may depend on the need for which it is collected and will be processed for that specific purpose only. Where possible, we will inform the individual what information is required to be provided to us and what information is optional.

The type of information we collect will depend on the purpose for which it is collected and used (processed). We will only collect information that we need for that specific purpose.

**Examples of the personal information that we collect are as follows (but it is not limited to the examples provided):**

For recruitment purposes and for our staff and their families, some of your information that we hold may include, first and last name, identity number, email address, a home, postal or other physical address, other contact information, your title, birth date, gender, marital status, qualifications, past employment, residency status, medical information, emails, and for staff, your banking details.

We collect information **directly from you**, where you provide us with your personal details, for example when you work for Mercy Air or when you submit enquiries or contact us.

The examples of Collection are summarized below (but it is not limited to the examples provided) –

- Our computer systems,
- Our website,

- Emails
- Forms

#### **4. How we use your information**

We use your information to provide you with ongoing employment and partner services.

You may also give and withdraw consent and tell us what your communication preferences are.

We do not and will not sell personal information to a third party. We may disclose your personal information to our service who are involved in the delivery of services to you.

#### **5. We may share your personal information with, and obtain information about you from (read with examples of collection):**

- Partner Organisations

#### **6. How consent is obtained**

As a staff member or in order to use our services, you will need to provide us with basic information via email, telephone or forms.

#### **7. How we use your personal information**

The personal information that we collect from you will be used to provide the following services:

- Flight Transport – including delivery of stores
- Provision of outreaches, including organising workparties and volunteers
- Guest accommodation
- Proper management services for Mercy Air Staff and Volunteers

We will use your personal information only for the purposes for which it was collected or agreed with you, note examples below (but it is not limited to the examples provided):

- To provide a duty of care as an employer, and to maintain our relationship,
- For operational purposes,
- Resolving complaints,
- For audit and record keeping purposes, and

- In connection with legal proceedings.

We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.

We will only transfer your personal information outside the borders of South Africa with your consent and where the privacy legislation is of a high standard. We do not use your personal information for marketing purposes without your consent.

## **8. Retention, amendment, and destruction of personal information**

We only retain your personal information for a period necessary to achieve the purpose we collected it for, unless the longer retention of your personal information is required or authorised by law. Once we have achieved that purpose we will, as soon as reasonably practicable, destroy or delete the record of your personal information in accordance with the provisions of POPIA.

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 ongoing basis, continue to review our security and risk management controls and related processes to ensure that your personal information is secure.

## **9. Our risk management (security) policies and procedures cover:**

- Physical security,
- Computer and network security,
- Limited Access to personal information,
- Secure communications,
- 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.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them (our confidentiality agreements) to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your

information with the same level of protection as we are obliged to.

Personal Information is securely stored on administrative systems, computer systems, servers (in and outside South Africa), laptops, filing cabinets and one drive (cloud).

Your personal information is stored for a minimum of five years after the cancellation or termination of the transaction in accordance with applicable legislation. We will take reasonable steps to destroy or de-identify your personal information when the law no longer requires us to retain or keep it.

It's important that your personal information is up to date and accurate.

#### **10. Transfer of personal information to third parties**

For us to serve you well, we may need to pass your personal information on to our partners. This Privacy Policy records your consent to us passing your personal information onto those third parties.

We will ensure that your personal information is processed in a lawful manner and that the third parties or we do not infringe your privacy rights.

#### **11. Where we store your personal information**

Protecting your personal Information is very important to us. We store your information within a secure cloud hosted environment, and we ensure that all necessary best practice security is used to safeguard all access.

#### **12. Transborder transfer of personal information**

In the event that we transfer or store your personal information outside South Africa, we will take all steps reasonably necessary to ensure that the third party who receives your personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection.

#### **13. Information Security**

We promise that we will secure the integrity and confidentiality of your personal information in our possession or under our control. We will do this by taking appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of your personal information; and unlawful access to or processing of your personal information.

We have installed firewall network security systems to protect all your personal information that is stored in the cloud and on our premises. We have put in place managed security services which

maintain and manage our firewalls and servers.

We have also restricted the number of persons who can access your personal information to only our staff members that are required to work on your personal information.

While we will take every reasonable measure to protect your personal information, it is very important that you maintain control over your account and or information. You should prevent anyone from accessing your account or information by not disclosing your account details i.e. usernames, passwords or any information associated with your account.

#### **14. Policy amendments**

We may amend and/or update these standard terms and conditions at any time. Users are encouraged to frequently check our website for the purposes of familiarizing themselves with these standard terms and conditions, particularly in so far as they relate to the protection of personal information. Users acknowledge and agree that it is their responsibility to review these standard terms and conditions periodically and become aware of any amendments and/or updates.

#### **15. The law governing this privacy policy.**

This privacy policy is governed by the laws of the Republic of South Africa. Any dispute arising out of this privacy policy will be resolved in a South African court.

#### **16. Every person whose personal information we process has the following rights:**

- You have the right to request copies of your personal information, subject to the terms and conditions described in our Promotion of Access to Information (“PAIA”) manual and our POPIA Policy which is available on request.
- You have the right to request that we correct any information you believe is inaccurate,
- You have the right to request that we erase your personal information, under certain conditions,
- You have the right to object to us processing your personal information, under certain conditions
- You have the right to lodge a complaint with the Information Regulator whose contact details is in our PAIA Manual and POPIA Policy.

If you wish to object to the processing of personal information or if you wish to request for correction or deletion of personal information, then please complete Form 1 or Form 2 at the end of this privacy notice.

## **17. How to contact us**

If you have questions and/or comments about our privacy policy or need to protect any of your rights set out in this policy, please contact our information officer on email address [office@mercyair.org](mailto:office@mercyair.org) or telephone number +27 (13) 750-1221.

Our physical address is H2 Brondal Road, White River, 1240.