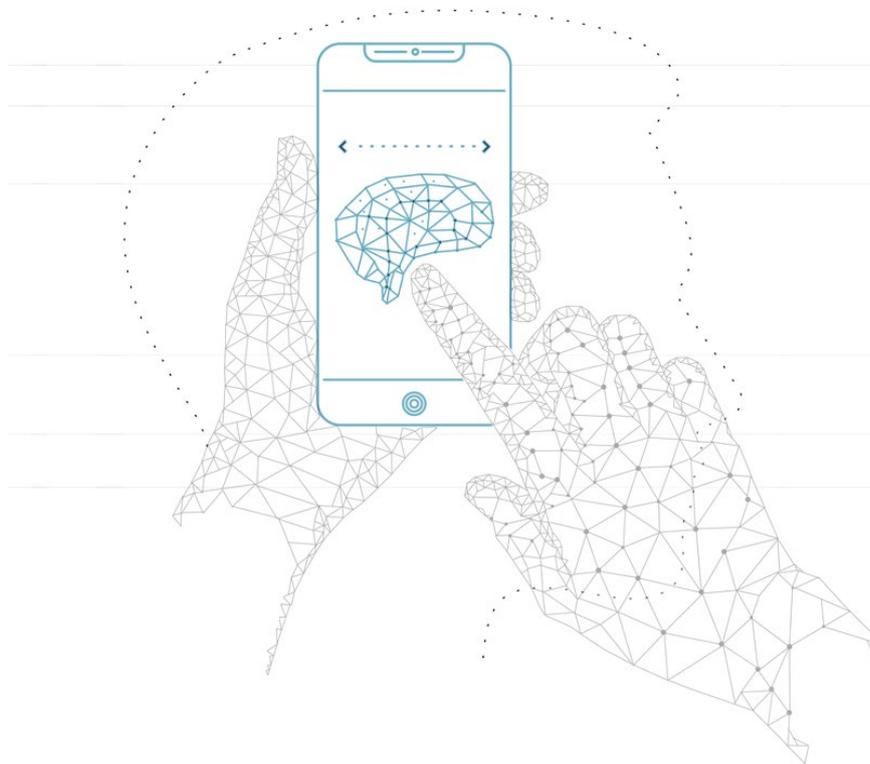


Protection of Personal Information Act (POPIA)
Data Code of Conduct
Last Updated: 21/07/2021



Overview

This document describes the policy (code of conduct) around data security and privacy.



Policies and Procedures

Terms and Conditions

This document outlines the policies and procedures that all employees of CRS Technologies (Pty) Ltd must adhere to.

Document Information

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Document Content Disclosure Consent

This document is publicly accessible for distribution and can be sent to all members and/or clients of CRS Technologies.

CRS Data Code of Conduct Alignment with POPIA

1. Each CRS member is required to comply with the code insofar as those sections of the code are relevant and applicable to the services provided by that member.
2. This code applies to internet services offered by CRS members. In cases where a division of a company applied for CRS membership the code only applies to the services and products offered by that division.

B. Freedom of Expression

3. CRS members must respect the constitutional right to freedom of speech and expression.

C. Privacy and Confidentiality

4. CRS members must respect the constitutional right of internet users to personal privacy and privacy of communications.
5. CRS members must respect the confidentiality of customers' personal information and electronic communications. CRS members must only gather or retain customer



information as permitted by law, and must not sell or distribute such information to any other party without the written consent of the customer, except where required to do so by law.

D. Consumer Protection and Provision of Information to Customers

6. CRS members must provide the following information on their websites: registered name, email address, telephone numbers, and physical address.
7. CRS members must inform their customers that members of CRS must uphold and abide by this code of conduct. Members' websites must include a reference to CRS membership, a prominent copy of CRS's logo and a link to the section of the CRS website that contains the code of conduct, complaints and disciplinary procedure and take-down procedure.
8. CRS members must have policies for acceptable or fair use for their internet access services. This policy must be made available to customers prior to the commencement of any such service agreement and at any time thereafter, on request.
9. Policies for acceptable or fair use must include:
 - A requirement that the customer will not knowingly create, store or disseminate any illegal content;
 - A commitment by the customer to lawful conduct in the use of the services, including copyright and intellectual property rights; and
 - An undertaking by the customer not to send or promote the sending of spam.
10. In their dealings with consumers, other businesses, each other and CRS, CRS members must act fairly, reasonably, professionally and in good faith. In particular, pricing and other material information about services must be clearly and accurately conveyed to customers and potential customers.
11. CRS members may only offer service levels which are reasonably within their technical and practical abilities.
12. CRS members must comply with all compulsory advertising standards and regulations.

E. Terms and Conditions

13. CRS members must make available to customers (and potential customers) any applicable terms and conditions prior to the commencement of any contract. Terms and conditions must include all information and terms relevant to the relationship with the recipient of the service.
14. Terms and conditions must give a CRS member the right to remove any content hosted by that member which it considers illegal or for which it has received a take-down notice.
15. Terms and conditions must give the CRS member the right to suspend or terminate the service of any customer that does not comply with the terms and conditions, acceptable or fair use policies, or any other contractual obligations.



F. Unsolicited Communications (Spam)

16. CRS members must not send or promote the sending of unsolicited electronic communications and must take reasonable measures to ensure that their networks are not used by others for this purpose.
17. CRS members must provide a facility for dealing with complaints regarding unsolicited electronic communications originating from their networks and must react expeditiously to complaints received.

G. Cyber Crime

18. CRS members must take all reasonable measures to prevent unauthorised access to, interception of, or interference with any data on that member's network and under its control.

H. Protection of Minors and Vulnerable Persons

19. CRS members must take reasonable steps to ensure that they do not offer any paid services to minors without written permission from a parent or guardian.
20. CRS members must provide internet access customers with information about procedures and software applications which can be used to assist in the control and monitoring of minors' access to internet content. This requirement does not apply to corporate customers where no minors have internet access.
21. CRS members must have processes in place to respond to directives issued by a court in terms of any applicable legislation, including but not limited to:
 - The Protection from Harassment Act (No. 17 of 2011); and
 - The Maintenance Act (No. 99 of 1998).
22. CRS members must have processes in place to ensure that they comply with the requirements set out for ISPs (internet service providers) in the Films and Publications Act (No. 65 of 1996) as amended.

I. Lawful Conduct

23. CRS members must conduct themselves lawfully at all times and must cooperate with law enforcement authorities within the applicable legal framework.
24. CRS members must respect intellectual property rights and not knowingly infringe such rights.
25. CRS members must uphold and abide by this code of conduct and adhere to the associated complaints and disciplinary procedures.



J. Unlawful Content and Activity

26. There is no general obligation on any CRS member to monitor services provided to customers, but a member is obliged to take appropriate action where it becomes aware of any unlawful content or conduct.
27. CRS members must not knowingly host or provide links to unlawful content, except when required to do so by law.
28. If a CRS member becomes aware of conduct or content which has been determined to be illegal, it must suspend or terminate the relevant customer's service and report the conduct or content to the relevant law enforcement authority. The CRS member must report such cases and any action taken to CRS within a reasonable period of time.
29. CRS members must establish a notification and take-down procedure for unlawful content and activity in accordance with CRS's take-down notification procedure, and respond expeditiously to such notifications.
30. CRS members must submit a report to CRS on the steps taken in response to a take-down notice within a reasonable period of time after such a notice is lodged.
31. CRS members must keep a record of all take-down notices received and any materials taken down for a period of at least three years unless possession of such materials is illegal.

K. Voluntary Codes of Best Practice

32. CRS publishes a number of voluntary codes of practice and best practice documents. CRS members are not obliged to comply with these additional codes. If a member has indicated that they are voluntarily complying with any additional codes, then they are required to do so as an extension of this code of conduct.

L. Compliance with the Code of Conduct

33. CRS members must receive and investigate complaints made in accordance with this code of conduct and any additional codes of practice or best practices a member has voluntarily complied with, unless such complaints are frivolous, unreasonable, vexatious or in bad faith.
34. CRS members must make all reasonable efforts to resolve complaints in accordance with the complaints procedure.
35. CRS members must cooperate with CRS in accordance with the complaints and disciplinary procedure and comply with any decisions taken by CRS with respect to the code of conduct and complaints and disciplinary procedure.
36. CRS members must submit an annual statement to CRS confirming their compliance with the code of conduct.
37. CRS members accept that CRS has an obligation to audit member compliance on an annual basis and perform regular compliance spot checks, and must cooperate with CRS during such audits or spot checks.



38. CRS may investigate the conduct and compliance with the code of conduct by members on its own initiative and may, if appropriate, institute disciplinary proceedings as set out in the code of conduct complaints and disciplinary procedure.

M. Alterations

39. CRS reserves the right to make alterations to this code of conduct from time to time. Such amendments are binding on all CRS members. The current code of conduct will be maintained on the CRS website.

N. Disclaimer

Notwithstanding anything contained in this policy, the following information is not regarded as personal information for purposes of this policy:

- Permanently de-identified information that does not relate and/or cannot be traced back to a data subject specifically. We may compile, use, share and otherwise process such information as we deem fit.
- Non-personal statistical information collected and compiled by us. We own and retain all rights in such information.
- Information provided voluntarily in an open, public environment or forum, including (without limitation) any website, blog, classified advertisement, discussion board, LinkedIn profile or social media. Should the relevant forum be deemed to be disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy.

Since such public environments are accessible by third parties, it is possible that third parties may collect and collate and use such information for their own purposes and members should accordingly be careful when deciding to share any of their personal information in such public environments.

O. Access to Personal Information

Refer to the PAIA/POPI manual for more information.

P. Personal Information

Refer to the PAIA/POPIA manual for more information on the following:

- Purpose of processing
- Categories of data subjects and their personal information
- Categories of recipients for processing the personal information

Q. Transborder Information Flow



Refer to the PAIA/POPIA manual for more information.

R. Eight Processing Conditions

Refer to the PAIA/POPIA manual for more information on the following:

- Accountability
- Processing limitation
- Purpose specification
- Further processing limitation
- Information quality
- Openness
- Security safeguards

Q. Destruction of Documents

Refer to the PAIA/POPIA manual for more information.