



**EXTRA
ATTIC**

SECURE SELF STORAGE

EXTRA-ATTIC (PTY) LTD REG NUMBER 1998/008607/07

Dear Client/Customer

The Protection of Personal Information Act (POPIA) is now in operation and as such, Extra Attic has implemented the necessary frameworks and processes in order to be compliant.

POPIA regulates how we collect, process and store your personal information during the course of our business and in performing our service to you.

POPIA is intended to balance 2 competing interests, namely:

- 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 to provide you with our service and perform various functions for you in the course of our work.

POPIA obliges us to inform you of our process, and that is the main purpose of this correspondence. If you wish to have greater insight into the way in which we implement POPIA, you may ask for a copy of our company's internal POPIA Compliance Policy.

Here is what you need to know:

THE COLLECTION AND PROCESSING OF PERSONAL INFORMATION

1. We will collect the majority of your personal information from you directly, in the course of using our services and products, and as is required for us to do our job. We may have also collected your personal information from any intermediary that may have referred you to us.
2. We collect your personal information to enable us to fulfil the obligations we have to you in terms of our business arrangement with you in providing the services and products offered by Extra Attic.
3. You are legally obliged to supply the information that we need to comply with any legal process that may be required, such as the Consumer Protection Act (CPA). Any other information that we ask for will be required to enable us to do our work. You have a choice as to whether you will supply us with this other information. Please note that if you fail to supply the information we ask for, we may be hindered in the ability to perform our duties to you and to do our work properly.
4. We will not under any circumstances share your information with any other third parties, unless it is necessary for the purposes of doing work that is related to our service to you.
5. You can rest assured that unless we are legally obliged to share your personal information, we will only share as 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 fulfil our duties and functions for you. In addition, all of our employees are bound by confidentiality clauses in their letters of employment and are obligated to conform to the POPIA compliance procedures we have in place.
6. You have the right of access to your personal information and the right to correct any errors relating to the 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 do our work properly. *(Please request the relevant forms from us if required.)*
7. We are obliged by law to retain our records for a period of time after we have completed our work or concluded our business with you in terms of certain legislations. During this period, your personal information will be archived and will remain protected. After this period has expired, your personal information will be destroyed in a way that de-identifies you.

THE SECURITY OF OUR SYSTEMS

8. Our electronic databases, email servers, internal networks, accounting systems and other IT infrastructure are protected with up-to-date anti-virus software and relevant encryptions. Any personal information we have stored electronically is password protected and is not accessible by anyone other than our employees who require it for the purposes of performing their duties. Our electronic devices are secured in locked locations and password protected.
9. Our internal servers, email servers and server networks are secured through third party service providers, with stringent data protection measures in place, including SSL Certificates and encryptions.
10. Our website is powered through third party service providers and all privacy protocols are implemented by them to ensure that any personal information submitted through our website is secure. You have the right to opt-out of receiving emails and newsletters/product updates from us.
11. Physical records of our clients/customers are secured in a locked location and not visible to any third parties. Only relevant personnel will be able to access your information when it is necessary for them to carry out their duties.
12. We maintain a "Clean Desk" and "Clean Screen" policy, ensuring that all personal information is hidden out of sight when not in use.
13. Once data is no longer required, it is removed from our systems and deleted/archived accordingly.

We confirm that our processing of your personal information:-

- a) complies with the 8 Conditions for Lawful Processing as stipulated in the POPI Act;
- b) is handled in a way that complies with all other relevant laws, and;
- c) that your rights to privacy will be protected as required by law.

If you have any further queries in this regard, please do not hesitate to contact us.

Kind regards,

Norman Webster - Information Officer for Extra Attic (Pty) Ltd
Gail Welp- Deputy Information Officer for Extra Attic (Pty) Ltd

Protection of Personal Information Act Compliance

FORM 3

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

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 is applicable.*

| A | DETAILS OF DATA SUBJECT |
|---|-------------------------------------|
| Name(s) and surname/ registered name of data subject: | |
| Unique Identifier/ Identity Number | |
| Residential, postal or business address: | |
| | |
| | |
| | Code () |
| Contact number(s): | |
| Fax number / E-mail address: | |
| B | DETAILS OF RESPONSIBLE PARTY |
| Registered name of responsible party: | |
| Residential, postal or business address: | |
| | |
| | |
| | Code () |
| Contact number(s): | |
| Fax number/ E-mail address: | |

| C | REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i> |
|---|---|
| | |
| | |
| | |
| | |
| | |

Signed at this day of20.....

.....
Signature of data subject/designated person

RESPONSIBLE PARTY TO COMPLETE:

Request processed by (Full Name): _____

Signature: _____

Was the request approved or denied: _____

If denied, please confirm the reason in terms of POPIA: _____

Date completed: _____

Signature of Information Officer or Deputy Information Officer: _____

Protection of Personal Information Act Compliance for *Extra Attic (Pty) Ltd*
FORM 1

REQUEST FOR CONSENT TO RECEIVE DIRECT MARKETING MATERIAL FROM Extra Attic (Pty) Ltd
SECTION 69(2) AND REGULATION 6 OF THE PROTECTION OF PERSONAL INFORMATION ACT

Dear Valued Clients

We regularly send out newsflashes and other interesting information about our services and products using electronic means and this could be categorized as direct marketing. We would love to have you on our mailing list, but for this to happen we need your consent.

If you would like to receive these communications, please sign off on the consent below and send it back to us.

We look forward to staying in touch.

Kind regards,

Extra Attic Self Storage

CONSENT FORM

I/We, _____ (full names) hereby

(Mark the appropriate box below with an "x".)

GIVE

REFUSE

my/our CONSENT to receive direct marketing of services and products to be marketed by means of electronic communications from Extra Attic (Pty) Ltd by way of Emails.

Signed:

Signed:

CLIENT

DATE

CLIENT

DATE

FORM 1

**CONSENT TO PROCESS (USE) PERSONAL INFORMATION IN TERMS
OF THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)**

I/We the undersigned

(NAME AND SURNAME)

hereby give my/our consent for the processing of our personal information by:

EXTRA ATTIC (PTY) LTD

for the following purposes:

(PLEASE TICK THE APPROPRIATE BOXES AS APPLICABLE):

- Creating an account/customer profile on their system.
- Processing my ID number/contact information/address details for the purposes of creating an account/profile.
- Receiving newsletters/updates relevant to Extra Attic Self Storage services.
- Other (please specify) _____

This consent is furnished on condition that my/our personal information shall be used and processed in accordance with the Protection of Personal Information Act. Consent may be withdrawn at any time.

SIGNED AT _____ (place) ON _____ (date)

CLIENT

CLIENT

Protection of Personal Information Act Compliance

FORM 2

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 PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]

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 is applicable.*

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

| A | DETAILS OF THE DATA SUBJECT |
|--|-------------------------------------|
| Name(s) and surname / registered name of data subject: | |
| Unique identifier/ Identity Number: | |
| Residential, postal or business address: | |
| | |
| | Code () |
| Contact number(s): | |
| Fax number/E-mail address: | |
| B | DETAILS OF RESPONSIBLE PARTY |
| Registered name of responsible party: | |
| Residential, postal or business address: | |
| | Code () |

| | |
|--|--|
| Contact number(s): | |
| Fax number/ E-mail address: | |
| C | INFORMATION TO BE CORRECTED/DELETED/ DESTROYED/ DESTROYED |
| REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and or REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. <i>(Please provide detailed reasons for the request)</i> | |
| | |
| | |
| | |
| | |

Signed at this day of20.....

.....
Signature of data subject/ designated person

RESPONSIBLE PARTY TO COMPLETE:

Request processed by (Full Name): _____

Signature: _____

Was the request approved or denied: _____

If denied, please confirm the reason in terms of POPIA: _____

Date completed: _____

Signature of Information Officer or Deputy Information Officer: _____