

Address:  
First Floor, Unit M5  
Northlands Corner  
Shopping Centre  
Northlands

Postal Address:  
Suite 124  
Private Bag x1  
Jukskei Park  
2155

Tel: 011 704 1181  
[www.womanswarehouse.co.za](http://www.womanswarehouse.co.za)



# Woman's Warehouse

## Protection of Personal Information (POPI) Act Policy

Woman's Warehouse	
Postal Address	Suite 124, Private Bag X1, Jukskei Park, 2155
Street Address	Unit M5, Block C, Level 1, Northlands Corner, Corner of Witkoppen & New Market Road, Northriding, 2188
Telephone Number	011 794 2144
Information Officer	Nadine Clevly <a href="mailto:nadine@womanswarehouse.co.za">nadine@womanswarehouse.co.za</a>
Deputy Information Officer	Ronald Clevly <a href="mailto:ronald@womanswarehouse.co.za">ronald@womanswarehouse.co.za</a>
Date Composed	29 June 2021
Date of Last Update	29 June 2021



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## Introduction

Woman's Warehouse is committed to compliance with the Protection of Personal Information (POPI) Act No.4 of 2013 and will always:

1. Sufficiently inform Data Subjects (customers/clients/employees), the specific purpose for which we will collect and process their Personal Information.
2. Protect Personal Information from threats, whether internal or external, deliberate or accidental, to ensure business continuation, minimise business damage and maximise business opportunities.

This Policy establishes measures, processes and standards for the protection and lawful processing of Personal Information.

The **Information Officer**, Nadine Clevely, is responsible for:

- Monitoring this policy;
- Ensuring that this policy is supported by appropriate processes and procedures;
- Ensuring that this policy and subsequent updates are communicated to relevant managers, representatives, staff and associates, where applicable.

The **Deputy Information Officer**, Ronald Clevely, will assist the Information Officer.

All employees are responsible for adhering to this policy and for reporting any security breaches or incidents to the Information Officer or Deputy Information Officer.

Service Providers that provide IT and/or off-site data storage services to our organisation, must satisfy us that they provide adequate protection of data held by them on our behalf.



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# Woman's Warehouse

## Definitions

### **Personal Information**

shall mean information relating to an identifiable, living, natural person, or an identifiable, existing juristic person, including but not limited to:

- a. information relating to race, gender, sex, pregnancy, marital status, nation ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth;
- b. information relating to education, medical, financial, criminal or employment history of the Data Subject
- c. ID number, email address, physical address and telephone number
- d. biometric information and references
- e. Special Personal Information includes religious or philosophical belief, race or ethnic origin, trade union membership, political persuasion, health or biometric information

### **Data Subject**

shall mean the natural or juristic person to whom the Personal Information relates and includes but is not limited to Customers, Clients and Employees

### **Processing**

shall refer to the collection, receiving, recording, storing or use of Personal Information by whatever means or methodology

### **POPI Act**

shall refer the rules and regulations as stated in the Protection of Personal Information Act No.4 of 2013



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# Woman's Warehouse

<b>Consent</b>	shall mean the voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information
<b>Client/Customer</b>	shall mean any entity, current or prospective, with which Woman's Warehouse engages to render services or provide products
<b>Employee</b>	shall mean a permanent, fixed-term or temporary employee of Woman's Warehouse
<b>Policy</b>	shall refer to this Protection of Personal Information (POPI) Policy

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# Woman's Warehouse

## Policy Principles

### Accountability for Data to be Collected

Woman's Warehouse shall take all reasonable steps to safeguard Personal Information collected from Data Subjects and will do so in accordance with the processing conditions specified in the POPI Act.

### Processing Limitation

Woman's Warehouse may only process Personal Information under the following conditions:

- a. The Data Subject consents to the processing
- b. Processing is in the legitimate interest of the Data Subject
- c. Processing complies with a legal obligation imposed on Woman's Warehouse
- d. Processing is necessary for the conclusion or performance of a contract with the Data Subject
- e. Processing is necessary for the execution of a legitimate interest of Woman's Warehouse, or a third party to whom the information is supplied.



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# Woman's Warehouse

## Specific Purpose

Woman's Warehouse will only process Personal Information that is relevant and necessary for the following:

- a. Administration of agreements
- b. Providing products and services to Clients and Customers, to maintain and improve the relationship
- c. Confirming, verifying and updating Data Subject details
- d. Detecting and prevention of fraud, crime, money laundering and other malpractice
- e. Conducting market research
- f. Marketing and sales
- g. In connection with legal proceedings
- h. Employee administration
- i. For recordkeeping and audit purposes
- j. To comply with legal and regulatory requirements

## Limitation on Further Processing

Woman's Warehouse will not further process Personal Information in a way that is incompatible with the initial purpose for which it was collected and will only be done with the express consent of the Data Subject.

## Information Quality

Woman's Warehouse shall take all reasonable steps to ensure that Personal Information is complete, up to date and accurate. Woman's Warehouse shall periodically review Data Subject's records to ensure that it is correct and up to date.



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## Transparency/Openness

Woman's Warehouse shall take all reasonable steps to ensure that Data Subjects are aware of the following:

- a. What Personal Information is collected as well as the source of the information
- b. The purpose of collection and processing
- c. What Personal Information is voluntary or mandatory, and the consequences of a failure to provide such information
- d. Whether the collection is in terms of any laws requiring such collection
- e. Whether the Personal Information will be shared with any third-party

## Data Security

Woman's Warehouse shall implement sufficient measures to guard against the risk of unlawful access, loss or destruction of Personal Information that is held;

- a. Physically
- b. In our electronic database
- c. By a Data Storage Service Provider
- d. In any electronic devices (that will be password protected)

Woman's Warehouse is committed to ensuring that information is only used for legitimate purposes with Data Subject consent and only by authorised employees of Woman's Warehouse.



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# Woman's Warehouse

## **Participation of Individuals/ Complaints**

- a. Data Subjects are entitled access to, and to correct any information held by Woman's Warehouse.
- b. Complaints should be submitted in writing to the Information Officer or Deputy Information Officer or Resolution.
- c. Requests to Access, Correct or Delete information must be made on the attached Annexures 1 and 2 and submitted to the Information Officer or Deputy Information Officer.
- d. Woman's Warehouse shall not disclose any Personal Information to any party unless the identity of the requester has been verified.

## **Disclosure of Personal Information**

Woman's Warehouse may disclose a Data Subject's personal information to any approved third-party service providers whose services or products Data Subjects elect to use. Woman's Warehouse has agreements in place to ensure that compliance with confidentiality and privacy conditions.

Woman's Warehouse may also share Data Subject personal information with and obtain information about Data Subjects from third parties for reasons already discussed above.<sup>4</sup>

Woman's Warehouse may also disclose a Data Subject's information where it has a duty or a right to disclose in terms of applicable legislation, the law, or where it may be necessary in order to protect Woman's Warehouse's rights.





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# Woman's Warehouse

## Website Privacy

### Personal Information Collected

Woman's Warehouse will collect the following information from Data Subjects whenever they visit the Woman's Warehouse website:

- a. Technical information, including but not limited to:
  - Internet browser
  - Operating system
  - Domain name of the website from which the Data Subject linked to Woman's Warehouse' website or advertisement
  - Cookies with activity data such as when the Data Subject completes a form on the Woman's Warehouse website, subscribes to a newsletter, registers an account or takes part in a competition.
- b. The following information will be collected when registering:
  - First name
  - Surname
  - Email Address
  - Address
    - i. To ensure that orders are handled quickly and without problems.
    - ii. To provide the Data Subject with information about products and services as well as for market research, tracking of sales data, and in order to contact the Data Subject and send them publications.
    - iii. Woman's Warehouse will not forward Data Subject's addresses to third parties without their express consent.

Once the Data Subject has placed and paid for their order by Payfast or any other payment option, Woman's Warehouse can no longer access the Data Subject's payment information. This is to provide maximum security to the Data Subjects.



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# Woman's Warehouse

## Operational Considerations

### Monitoring

The Board/Management, Information Officer and Deputy Information Officer are responsible for ensuring adherence to Standard Operating Procedures.

All employees of Woman's Warehouse associated with business activities will be trained on the regulatory requirements governing the protection of Personal Information.

Third-party service providers will be required to sign a service level agreement guaranteeing their commitment to the protection of Personal Information.

Woman's Warehouse will conduct periodic reviews and audits, where appropriate, to ensure compliance with this policy and guidelines.

### Policy Compliance

Any breach of this policy could result in disciplinary action and termination of employment.



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# Woman's Warehouse

## **Annexure 1 – Objection to Processing of Personal Information**

**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].**

Notes:

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

### **DETAILS OF DATA SUBJECT**

Name(s) and surname of Data Subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	



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# Woman's Warehouse

## DETAILS OF RESPONSIBLE PARTY

Name /Registered name of Responsible Party:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

## REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)

Please provide detailed reasons for the objection below:

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_  
20\_\_\_\_

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Signature of Data Subject/Designated Person



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# Woman's Warehouse

## **Annexure 2 – Request to Access/Correct/Delete Personal Information**

**REQUEST FOR ACCESS TO/CORRECTION/DELETION OF PERSONAL INFORMATION  
OR DESTROYING/DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF  
SECTION 24(1) OF THE POPI ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS, 2018  
[Regulation 3]**

Notes:

1. Affidavits or other documentary evidence in support of the objection may be attached.
2. If the space provided 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 request box with an X

- Access to Personal Information about the Data Subject which is in possession or under the control of the Responsible Party
- Correction of 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.

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# Woman's Warehouse

## DETAILS OF DATA SUBJECT

Name(s) and surname of Data Subject:	
Unique Identifier/ Identity Number	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

## DETAILS OF RESPONSIBLE PARTY

Name /Registered name of Responsible Party:	
Residential, postal or business address:	
Contact number(s):	
E-mail address:	

Give description of Information:

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# Woman's Warehouse

Give detailed reasons for the request:

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

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Signature of Data Subject/Designated Person

