

ABANTU STAFFING SOLUTIONS (PTY) LTD.

Registration Number: 2018 / 417252 / 07

INFORMATION MANUAL

PREPARED IN TERMS OF THE REQUIREMENTS OF:

SECTION 51 OF

THE PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000 ("PAIA")

AND UPDATED IN THE LIGHT OF

THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 ("POPIA")

Availability of the Manual (Section 51 (3))

This manual is available for inspection at Abantu Staffing Solutions (Pty) Ltd, 8 Suffolk Road, Berea, East London and copies are available on our website (www.abantustaffingsolutions.co.za) or alternative copies are available at the SAHRC. In respect of hard copies, any transmission costs / postage will be for the account of the requester



MELANIE VAN VREDEN
Director



TRACY SUMNER
Director

Compiled: 28th June 2021 | Last Edited: 30th June 2021

Head Office: East London

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PURPOSE

This manual is compiled as a statutory requirement in compliance with the provisions of PAIA, which gives effect to the constitutional right of access to any information held by the Government, and any information held by private bodies that is required for the exercise and protection of any rights.

Where a request is made in terms of PAIA, the body to which the request is made is obliged to give access to the requested information, except where the Act expressly provides that the information may or must not be released.

POPIA was enacted in November 2013, to promote the protection of personal information processed by public and private bodies. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

THE ACT (Section 51(1)(b))

The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

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COMPANY STRUCTURE

“Abantu” Solutions, meaning “People” solutions, was started with a passion for developing and assisting people in securing a future for themselves and simultaneously providing staffing solutions to our valued Clients. Our East London branch opened its’ doors in January 2006.

Partners in business, our Directors Melanie and Tracy, share over 40 years of recruitment experience between themselves in the industry.

With our East London base continuing as our Head Office, we opened a branch in Port Elizabeth in 2014.

In 2018 the company converted from a Close Corporation (in terms of item 2 of schedule 2 of the Companies Act, 2008) into a profit company having shares i.e. a private company, registered as Abantu Staffing Solutions Holdings (Pty) Ltd.

ABANTU STAFFING SOLUTIONS (PTY) LTD. operates in the Staffing Industry and provides:

- Permanent Placements
- Contract Placements
- Temporary Employment Services
- Recruitment Process Outsourcing

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COMPANY CONTACT DETAILS (SECTION 51 (1) (a))

PARTICULARS IN TERMS OF SECTION 51 (1)(a), PAIA

INFORMATION AND COMPLIANCE OFFICER

Who should be appointed as an Information Officer?

Apart from the CEO, whose appointment is automatic, you can opt to appoint someone else in the organisation e.g. IT Manager, Financial Manager, Legal Advisor or Compliance Officer to these positions.

Responsibilities of Information Officers

Once the Information Officer and the Deputy Officer have been registered, they assume the responsibilities imposed by the Act which essentially are to:

- Encourage compliance with the Act for the lawful processing of Personal Information;
- Conduct a personal information impact assessment to ensure that adequate measures and standards exist;
- Develop, implement and maintain a Compliance Framework;
- Deal with any requests or enquiries relating to the Act;
- Work with the Information Regulator on any investigation involving the entity;
- Put in place a process to deal with requests for access to information;
- Ensure that the entity complies with the provisions of the Act

PARTICULARS IN TERMS OF SECTION 51 (1)(a), PAIA

Information & Compliance Officer: Michelle Labuschagne
Street Address: 8 Suffolk Road
Berea
East London
5217
Postal Address: P.O Box 19627
Tecoma
East London
5241
Telephone Number: 043 721 2299
Email Address: popi@abantusolutions.co.za
Website: www.abantustaffingsolutions.co.za

INFORMATION REGULATOR'S GUIDE (SECTION 51 (1) (b))

This guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department
Postal Address: Private Bag 2700
Houghton
2041
Telephone Number: 011 484 8300
Fax Number: 011 484 1360
Email Address: PAIA@sahrc.org.za
Website: www.sahrc.org.za

PROCESSING DETAILS IN TERMS OF POPIA

In terms of POPIA, data must be processed for a specific purpose. The purpose for which data is processed by Abantu Staffing Solutions (Pty) Ltd. will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

CATEGORIES OF DATA SUBJECTS:

Abantu Staffing Solutions (Pty) Ltd. Holds information and records on various categories of data subjects. The list includes, but not listed to:

- Employees of Abantu Staffing Solutions (Pty) Ltd.
- Abantu Staffing Solutions (Pty) Ltd. Clients
- Any third party with whom Abantu Staffing Solutions (Pty) Ltd. Conducts its business services
- Abantu Staffing Solutions (Pty) Ltd. Candidates applying for Database Registration
- Abantu Staffing Solutions (Pty) Ltd. Fixed Term and Temporary Contractors
- Abantu Staffing Solutions (Pty) Ltd. Suppliers
- Abantu Staffing Solutions (Pty) Ltd. Service Providers

AVAILABILITY OF RECORDS IN TERMS OF OTHER LEGISLATION (SECTION 51 (1) (c))

A requester is not obliged to request access to information held by the company in terms of the Act, should there be other legislation that provides a requester with access to such a record. Such other legislation may include but is not limited to:

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No	Act
1	Arbitration Act, 42 of 1965
2	Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)
3	Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)
4	Companies Act 2008 (Act No. 71 of 2008)
5	Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)
6	Constitution of the Republic of South Africa Act 108 of 1996
7	Electronic Communications and Transactions Act No. 2 of 2000
8	Employment Equity Act, 1998, as amended (Act No. 55 of 1998)
9	Employment Services Act, 2014 (Act No. 4 of 2014)
10	Employment Tax Incentive Act, 2013 (Act No. 26 of 2013)
11	Income Tax Act, 1962 (Act No. 58 of 1962)
12	King Code of Governance for South Africa, 2009 (King IV)
13	Labour Relations Act, 1995 as amended (Act No. 66 of 1995)
14	Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
15	Promotion of Access to Information Act, 2000 (Act No. 02 of 2000)
16	Promotion of Equality & Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000)
17	Protected Disclosure Act, 2000 (Act No. 26 of 2000)
18	Protection of Personal Information Act 4 of 2013 (POPIA)
19	Skills Development Act, 1998 (Act No. 97 of 1998)
20	Skills Development Levies Act, 1999 (Act No. 9 of 1999)
21	Unemployment Insurance Act, 2001 (Act No. 63 of 2001)
22	Unemployment Insurance Act, 2001 (Act No. 63 of 2001)
23	Unemployment Insurance Contributions Act, 2002 (Act No. 4 of 2002)
24	Value Added Tax Act, 1991 (Act No 89 of 1991)

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SCHEDULE OF RECORDS

ACCESS TO RECORDS HELP BY ABANTU STAFFING SOLUTIONS (PTY) LTD (SECTION 51 (1) (c) & (e))

AUTOMATIC DISCLOSURES I.E. INFORMATION WHICH IS FREELY AVAILABLE (SECTION 51 (1) (C))

- Website Information – www.abantustaffingsolutions.co.za

INFORMATION THAT MAY BE REQUESTED (SECTION 51 (1) (E))

Please note that recording a category or subject matter in this manual does not imply that a request for access to such records would be honoured.

All requests for access will be evaluated on a case by case basis and in accordance with the provisions of the Act.

- **HUMAN RESOURCES**

- Policies on staff recruitment and other staff related policies
- Employment contracts
- Details of employees and benefits
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
 - VAT
 - Regional Service Levies
 - Skills Development Levies
 - UIF
 - Workmen's Compensation
- Personnel Documents and Records:
 - Employment contracts
 - Medical Aid Records
 - Pension Fund records
 - Disciplinary records
 - Salary records
 - SETA records
 - Disciplinary code
 - Leave records
 - Training records
 - Training manuals

- **PROCUREMENT**

- Procurement processes and policies

- **COMPANY SECRETARIAL**

- Company Registrations
- Company Documentation relating to Directors' appointments
- Statutory Documentation
- Company Register
- Minutes and Resolutions

● **FINANCIAL RECORDS**

- Annual Financial Statements
- Accounting Records
- Tax Records
- Banking and Electronic Banking
- Asset Register
- Rental Agreements
- Invoices

● **GOVERNANCE, RISK AND COMPLIANCE**

- B-BBEE Certificate

● **COMPANIES ACT RECORDS**

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings
- Records relating to appointment of Directors/Auditor/Secretary/Public and other officers
- Share Register and other statutory registers

● **SALES AND MARKETING**

NOTE: Access to Client and Candidate records requires the prior written consent of the Data Subject, as per the Protection of Personal Information Act No. 4 of 2013

- Client Records
- Candidate Records

FORM OF REQUEST TO ACCESS INFORMATION AND REQUEST PROCEDURES

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To facilitate the processing of your request for information, kindly:

Use the prescribed **Form C** which is attached hereto and is also available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za

- A requestor must use the prescribed form to make the request for access to information.
The request must be made to the Information Officer.
This request must be made to the address or electronic mail address as per Section 53 (1) (a)
- The requestor must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requestor.
- The requestor should also indicate if any other manner is to be used to inform the requestor and state the necessary particulars to be so informed (Section 53 (2) (a) and (b) and (c))
- The requestor must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right (Section 53 (2) (d))
- If a request is made on behalf of another person, the requestor must then submit proof of the capacity in the form of a Letter of Authority in which the requestor is making the request to the satisfaction of the head of the private body (Section 53 (2) (f))

FEES PAYABLE

A requester who seeks access to a record containing personal information about that requester, is not required to pay the request fee.

Every other requester, who is not a personal requester, must pay the required request fee:

- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request (Section 54 (1))
- The requester may lodge an application to the court against the tender or payment of the requested fee (Section 54 (3) (b))
- After the Information Officer has made a decision on the request, the requester must be notified in the required form
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for the time that has exceeded the prescribed hours to search and prepare the record for disclosure (Section 54 (6))
- A requestor is required to pay the prescribed fees before a request will be processed and records may be withheld until the fee has been paid
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted)
- The actual postage is payable when a copy of a record must be posted to a requester, in respect of hard copies, any transmission costs / postage will be for the account of the requester

The fees for reproduction of a record as referred to in section 52(3) are as follows, excluding VAT:

Description	Price
The request fee payable by a requester, other than a personal requester	R50.00
for every photocopy of an A4 size page or part thereof	R1.10
for every printed copy of an A4-size page or part thereof	R0.75
for a copy in a computer-readable form on a flash drive	R70.00
for a transcript of visual images for an A4 size page or part thereof	R40.00
for a copy of visual images	R60.00
for a transcript of an audio record, for an A4-size page or	R20.00
for a copy of an audio record	R30.00
To search for and prepare the record for disclosure for each hour or part of an hour	R30.00

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FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act 2000 (Act No. 2 of 2000))
[Regulation 10]

A. Particulars of public body

The Head:

B. Particulars of person requesting access to the record

The particulars of the person who requests access to the record must be recorded below.

- (a) *The address and/or fax number in the Republic to which information must be sent.*
- (b) *Proof of the capacity in which the request has been made, if applicable, must be attached.*

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Full names and surname: _____

Identity number: _____

Postal address: _____

Fax Number: _____

Telephone Number: _____

Email Address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person

Full names and surname: _____

Identity number: _____

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1 Description of the record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of the record:

E. Fees

- (a) A request for access to a record other than a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
(b) You will be notified of the amount required to be paid as the request fee.
(c) The fee payable for the access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
(d) If you qualify for the exemption of the payment of any fee, please state the reason for exemption.

Reason for the exemption from payment of fees:

F. Form of access to record

If you are prevented by disability to read, view of, or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:

Mark the appropriate box with an X.

NOTES:

- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for the access to the record, if any, will be determined partly by the form in which access is requested.

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1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If the record consists of visual images- (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (USB)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1 Indicate which right is to be exercised or protected:

2 Explain why the record requested is required for the exercise or protection of the aforementioned right:

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H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner, and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 2021.

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE

POPI POLICY

1. DEFINITIONS

POPIA

Protection of Personal Information Act

Data Subject

Person to whom the personal information relates [natural or juristic person]

Responsible Person

The person who determines the purpose of and means for processing personal information

Operator

Person who processes personal information for a responsible person into a contract/mandate, without coming under direct authority of that party

Processing

Anything that you can do with personal information including collection, storage, modification, destruction, etc.

2. INTRODUCTION

We are committed to compliance with The Protection of Personal Information (POPI) Act and will always:

Sufficiently inform Data Subjects (Candidates/applicants/work-seekers/learners hereafter referred to as "Candidate/s" as well as "Clients"), of the specific purpose for which we will collect and process their personal information.

Protect Personal Information from threats, whether internal or external, deliberate or accidental, to ensure business continuation, minimize business damage and maximize business opportunities.

This Policy establishes measures, processes, and standards for the protection and lawful processing of personal information.

The **Information Officer**, Michelle Labuschagne, is responsible for:

The monitoring of this policy;

Ensuring that this policy is supported by appropriate documentation;

Ensuring that this policy and subsequent updates are communicated to relevant managers, representatives, staff, and associates, where applicable.

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

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

3. POLICY PRINCIPLES

Accountability for Data to be collected

- We shall take reasonable steps to safeguard all Data and Personal Information collected from Candidates/Clients for the purpose of Permanent/Temporary recruitment, training etc.

Processing Limitation/Purpose for Data Collection

- We will collect personal information directly from Candidates/Clients.
- Personal Information from Social Networks and Job-seeker portals will be collected with the express consent of the Candidate/s.
- Once in our possession, we will only process or further process Candidate/Client information with their consent, except where we are required to do so by law. In the latter case, we will always inform the Candidate/Client.

Specific Purpose

- Personal information collected from Candidates/Clients will be used to secure Permanent or Temporary employment on behalf of Candidates, or for the purposes of training initiatives.

Limitation on Further Processing

- Personal information may not be further processed 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 Candidate/Client.

Information Quality

- We shall ensure that Candidate information is complete, up to date, and accurate before we use it. We request that all Candidates, at least once annually, update their information and confirm that we may continue to store/retain same. If we are unable to contact a Candidate their information will be deleted from our records.

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Transparency/Openness

- Where personal information is collected from a source other than directly from a Candidate (E.g., Social media, Job portals) we will make Candidates aware: (a) That their information is being collected and the specific reason; (b) Who is collecting their information by giving them our details.

Data Security Safeguards

- We will implement sufficient measures to guard against the risk of unlawful access, loss, damage, or destruction of personal information that is held:
 - Physically
 - in our electronic database;
 - by a Data Storage Service Provider;
 - in any electronic devices (that will be Password protected).
- We are committed to ensuring that information is only used for legitimate purposes with Candidate/Client consent and only by authorized employees of our agency.

Participation of Individuals/Complaints

- Candidates/Clients are entitled to access and correct any information held by us.
- Complaints should be submitted in writing to the Information Officer for Resolution
- Requests to Access, Correct or Delete information must be made on Form C and submitted to the Information Officer.

4. OPERATIONAL CONSIDERATIONS

Monitoring

- Management and the Information Officer are responsible for ensuring adherence to Standard Operating Procedures.
- All employees and individuals directly associated with business activities will be trained in the regulatory requirements governing the protection of Personal Information.
- We will conduct periodic reviews and audits, where appropriate, to ensure compliance with this policy and guidelines.

Policy Compliance

- Breach/es of this policy could result in disciplinary action and termination of employment.

5. ACCEPTABLE CHANNELS OF FORWARDING PERSONAL INFORMATION

- We wish to provide our Candidates with a better service and have implemented an online Candidate Registration portal to facilitate this goal.
- This secure online platform allows our Candidates to create their CV Profile, upload supporting documentation and update their CV when necessary.
- Your information is completely confidential, and only available to Abantu Staffing Solutions Consultants based at both our EL and PE branches.
- Candidates can access this platform via our website and logging in requires the Candidate to create their own confidential unique Username and Password. (please click on the website link below).

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6. EXAMPLES OF DATA SUBJECTS

- Candidates
- Temporary employees
- Clients
- Abantu Staffing Solutions (Pty) Ltd. employees

7. EXAMPLES OF PERSONAL INFORMATION

Includes but not limited to:

- Identity or passport number
- Date of birth and age
- Phone numbers
- Email address
- Physical address
- Gender, race and ethnic origin
- Disability
- Biometric data
- Marital relationship status
- Criminal record
- Private correspondence
- Employment history and salary
- Financial information
- Educational information
- Physical and mental health information

8. DIRECT MARKETING

The following provisions will apply with regards to direct marketing campaigns:

- Existing Clients – may market similar products and services.
- New Clients – obtain consent first.
- May only request consent once.
- Opt-in and Opt-out provisions must be in place.
- Opt-out opportunities must be provided when information is first collected and with each subsequent communication.

9. STORAGE

- Personal information collected is to be stored digitally via our secure CRM system, DittoHire.
- Printing of documentation containing personal information is only to be done when absolutely necessary.
- Physical documentation containing personal information is to be filed immediately with restricted access.

10. DESTRUCTION OF PERSONAL INFORMATION

- Abantu Staffing Solutions (Pty) Ltd. will destroy all documentation containing personal information as needed.

Head Office: East London

Physical Address: 8 Suffolk Road, Berea
East London, 5241

Contact Number: 043 721 2299
Fax Number: 043 726 0396



Port Elizabeth Branch:

Contact Number: 041 450 5600
Fax Number: 086 292 7796

11. BREACH OF SOP

Step 1

- Inform One Level Up and Information Officer immediately.
- Secure personal information on the same day.

Step 2

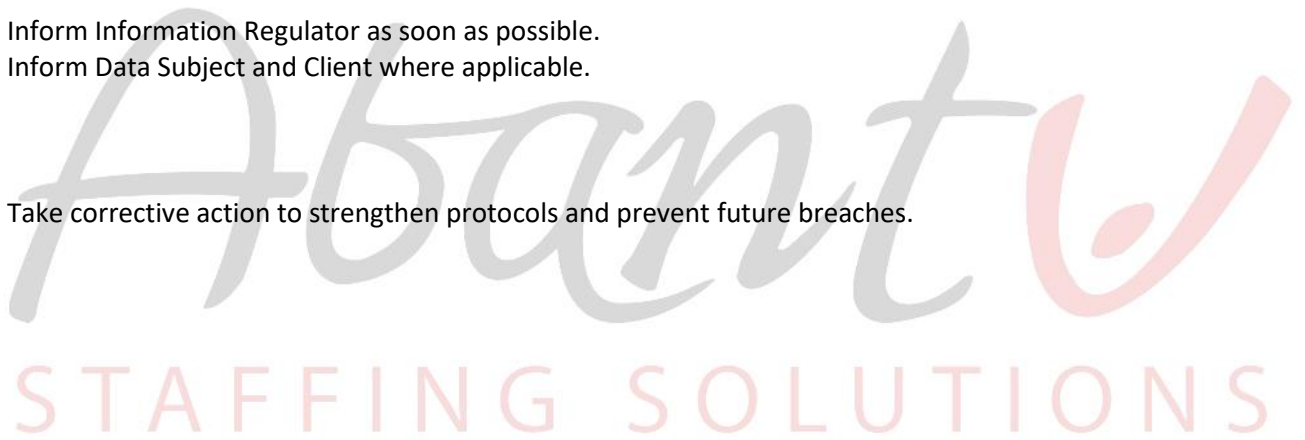
- Complete an internal investigation within 24 hours and compile a report.

Step 3

- Inform Information Regulator as soon as possible.
- Inform Data Subject and Client where applicable.

Step 4

- Take corrective action to strengthen protocols and prevent future breaches.



PRIVACY POLICY

Abantu Staffing Solutions (Pty) Ltd.'s Privacy Commitment & Accountability

At Abantu Staffing Solutions (Pty) Ltd., we are committed to protecting the privacy of personal information that you give to us.

This document is to inform you of how we at Abantu Staffing Solutions (Pty) Ltd. collect use and disclose your personal information for our recruitment, flexible staffing and training/certification businesses.

Abantu Staffing Solutions (Pty) Ltd. is accountable for the personal information you have supplied to us.

Our employees and Associates are informed about the importance of privacy, and each is responsible for the personal information within his or her control.

Our Privacy Officer is responsible for coordinating our compliance with both federal and provincial privacy laws.

Your Personal Information

Generally, personal information is any piece of information, factual or subjective, about an identifiable individual. Some examples of the types of personal information that may be held by Abantu Staffing Solutions (Pty) Ltd. includes your name, address, date of birth, contact details, qualifications, education, work history, skills, aptitudes, resumé, salary/benefit information, information derived from background checks such as criminal and credit record, banking details, driver's license number and information about your hobbies and interests.

It will also include information we derive about you through the administration of skills, personality or aptitude testing

Purposes for Which We Collect Personal Information

Abantu Staffing Solutions (Pty) Ltd. provides recruitment services that respond to the needs of both employers ("Clients") and applicants by helping to place the right person in the right position.

Personal Information supplied by you is used by us to consider and evaluate your qualifications for either permanent or temporary employment with Abantu Staffing Solutions (Pty) Ltd. or one of our clients.

For individuals who are hired by Abantu Staffing Solutions (Pty) Ltd., and for temporary staffing arrangements, we also collect information to provide payroll services.

For those becoming permanent employees of Abantu Staffing Solutions (Pty) Ltd., we also collect information about you and your beneficiaries as required to enrol in our benefits programs.

We collect only what we need for those purposes.

Head Office: East London

Physical Address: 8 Suffolk Road, Berea
East London, 5241
Contact Number: 043 721 2299
Fax Number: 043 726 0396

**Port Elizabeth Branch:**

Contact Number: 041 450 5600
Fax Number: 086 292 7796

How We Collect Personal Information

Abantu Staffing Solutions (Pty) Ltd. collects your personal information, for the identified purposes, in several ways, including:

- when you provide information by phone or in documents such as an application form or a resumé; this may be via e-mail or delivery of hard copy of such information.
- through interviews with you in person or by telephone;
- by contacting the individuals that you have nominated as your references ("Referees");
- from Clients to whom services are supplied as part of our temporary staffing business;
- through the administration and assessment of the results of aptitude tests and the interpretation of the results of such tests.
- we may collect Web Site visitors' contact information (like their e-mail address).

How We Use Your Personal Information

Abantu Staffing Solutions (Pty) Ltd.'s employees and Associates (as defined below) will use personal information about you to assess your suitability for permanent or temporary positions with Abantu Staffing Solutions (Pty) Ltd. or with its clients.

We will disclose your personal information to Clients for the purposes of attempting to recruit you to specific positions that we feel you may be suited to, and/or for supplying your services to Clients as a temporary field staff worker.

The personal information disclosed to Clients will be all the personal information required to make an informed decision.

We may also disclose your personal information to the following parties outside of Abantu Staffing Solutions (Pty) Ltd.:

- organisations that provide essential services to Abantu Staffing Solutions (Pty) Ltd. such as organisations to whom certain business functions or processes may be outsourced. We will endeavour to ensure that any such organisations will protect the personal information we supply to them in keeping with privacy laws;
- your referees in making enquiries;
- your financial institution and others relating to your remuneration and benefits;
- government bodies or law enforcement agencies as required/authorized by law;
- organisations and government agencies that provide background checks, including credit, criminal and education background checks;
- any other person or organisation not referred to above where you have given us specific consent to share your personal information with such person or organisation

Personal information collected from Web Site visitors may be used to send news, information about Abantu Staffing Solutions (Pty) Ltd. and promotional material that we believe may be useful to you, while also analysing this data for trends and statistics.

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Cookies

"Cookies" are a standard for storing small pieces of data on a web client (i.e. the web browser on your computer). Any web server (including this one) may:

- store one or more cookies in your browser; or
- request your browser to transmit the data to the web server.

This Web Site may store cookies on your web client to better serve you upon your subsequent visits to this Web Site.

By using cookies, web sites can track information about visitors' usage of the site, provide customized content, or even the use of password protection.

Note that some browsers can be configured to allow cookies to be accessed by servers other than the originating server.

Please note that most web browsers can also be configured to notify the user when a cookie is received, allowing you to either accept or reject it. For further information about working with cookies:

- for Internet Explorer, visit www.microsoft.com; and
- for Netscape Navigator, visit www.netscape.com.

Note that the servers listed above may also cause a cookie to be stored on your computer. If you are using a browser not listed above, please consult your documentation or the manufacturer.

Consent

We seek and confirm your consent to use your personal information as set out above at the time we first collect your personal information.

If you subsequently supply further personal information, it is assumed the consent, we originally received is applicable to personal information supplied at a later time, provided the purposes are the same as have been identified in this document or by a Abantu Staffing Solutions (Pty) Ltd. representative.

Consent may be expressed (in writing or verbally), or it may be implied, such as when you send us unsolicited personal information, in paper copy or electronically.

Your consent can be withdrawn if you notify our Information Officer in writing.

If you have received this form in hard copy, we will ask you to sign one copy signifying your consent.

If you receive this via e-mail, as a reply to the receipt of unsolicited personal information, your consent will be presumed and you do not need to return anything.

If you do not wish to have your personal information used for a particular purpose or you do not wish to receive mailings, you can e-mail us to notify us of your wishes.

Our practice is that if we wish to collect Personal Information via the Internet about you (such as name, contact information or other registration information), Abantu Staffing Solutions (Pty) Ltd. will:

- Expressly ask you for that Personal Information;
- Tell you how we intend to use that Personal Information if you choose to give it to us when we request for it. For instance, we may wish to use that Personal Information to personalise and tailor our information, services or products for you; to identify who we are communicating with; or, to inform you of further information relating to our services or products, or to this Web Site;
- Not share your Personal Information with persons or entities unless in accordance with this Privacy Code;

You can Access Your Personal Information

You have a right to access the personal information that we retain about you, subject to some exceptions provided by law, how we use it and how to whom it has been disclosed.

If you would like to do so, please let us know. For security reasons, you will be required to put your request in writing.

Further, you may be charged a small administrative fee for searching for and providing access to your information. We will advise you of the fee at the time of your request.

You should address any request for access to our Information Officer.

Safeguarding Information

We will take appropriate measures to ensure that personal information you have supplied is stored securely, whether in electronic form or otherwise.

Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Accordingly, although Abantu Staffing Solutions (Pty) Ltd. strives to protect such information, Abantu Staffing Solutions (Pty) Ltd. cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk.

Once we receive your transmission, we will take reasonable steps to preserve the security of this information in our own systems.

If you have a login name and/or password for use in conjunction with our Candidate Database Registration web site, you are entirely responsible for the maintenance of the confidentiality of that login name and/or password. Furthermore, you are entirely responsible for any and all activities that occur under your login name. You agree to immediately notify Abantu Staffing Solutions (Pty) Ltd. of any unauthorised use of your login name and/or password or any other breach of security known to you.

Information Retention

We rely upon you to notify us of any changes in your personal information that you consider important, in order that we can keep your personal information up to date. Where we determine that your personal information is no longer required for any purpose we have identified to you, we will take reasonable steps to ensure that it is disposed of in a secure manner or rendered anonymous. Some personal information must be retained for specific periods to comply with various laws.

Head Office: East London

Physical Address: 8 Suffolk Road, Berea
East London, 5241

Contact Number: 043 721 2299
Fax Number: 043 726 0396

**Port Elizabeth Branch:**

Contact Number: 041 450 5600
Fax Number: 086 292 7796

Concerns

You have the right to complain to us if you feel we have collected, used, or disclosed your personal information in an improper way. You may do so by lodging a complaint in writing with our Information Officer, and you will be entitled to a response within a reasonable timeframe. If you feel further action is required to address your complaint, you may seek the involvement of the Privacy Commission.

How to Contact Us

We also will, upon request, make available specific information about our privacy policies, practices and procedures. You can raise concerns and initiate the steps to gain access to your personal information by writing to our Information Officer, at our Head Office in East London:

Information Officer: Michelle Labuschagne | informationofficer@abantusolutions.co.za

