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Created by:	(information Security Officer)	Approved by:	(CEO)	

POPI Manual for CRH-Africa Automotive (Pty) Ltd

1. Introduction

The Protection of Personal Information Act, No. 4 of 2013 (POPIA) was enacted to protect the personal information of individuals by regulating the collection, use, and processing of such information. CRH-Africa Automotive (Pty) Ltd (the "Company") is committed to ensuring that the personal information it processes is handled responsibly and in compliance with POPIA. This manual outlines the Company's policies and procedures for the collection, use, and protection of personal information.

This document serves as a guide for the Company's employees, clients, suppliers, and other stakeholders in ensuring compliance with POPIA.

2. Company Information

Company Name:

CRH-Africa Automotive (Pty) Ltd

Registration Number:

2007/007751/07

Physical Address:

Cnr Newbolt and Dudley Street , Korsten, Gqeberha

Postal Address:

as per Physical Address.

Telephone Number:

+27 (0) 41 408 4600

Fax Number (if applicable):

NA


Email Address:

GFismer@crh-africa.co.za

Website:

www.crh-africa.co.za

Revision	Revision date	Description of change
1.1	26 September 2024	Draft release

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3. Information Officer

The Company's Information Officer is responsible for ensuring compliance with POPIA. The Information Officer oversees all matters relating to personal information and will handle requests regarding personal data protection.

Name of Information Officer:

Gareth Anthony Fismer

Position:

General Manager South African Operations

Contact Details:

Telephone: +27 (0) 41 408 4600

Email: GFismer@crh-africa.co.za

Deputy Information Officer(s):

NA


4. Purpose of the POPI Manual

This manual is intended to outline the principles and practices followed by CRH-Africa Automotive (Pty) Ltd to ensure that personal information is collected, processed, stored, and disclosed in accordance with POPIA.

The key objectives of this manual include:

- To inform stakeholders of their rights and the Company's obligations under POPIA.
- To ensure that the Company complies with POPIA's conditions for lawful processing.
- To establish guidelines for handling personal information in a manner that safeguards privacy.

Revision	Revision date	Description of change
1.1	12 September 2024	Updated Policy to cater for all other companies that CRH has shareholding in and all CRH Subsidiaries

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5. Scope and Application

This manual applies to all employees, contractors, third parties, and other stakeholders who process personal information on behalf of the Company.

Personal Information refers to information that identifies or relates to a person, such as name, contact details, identification numbers, employment records, financial information, etc.

This manual applies to the following:


- Employees and job applicants.
- Clients and customers.
- Suppliers and service providers.
- Shareholders, directors, and other stakeholders.
- Any other person whose personal information is processed by the Company.

6. Principles of Processing Personal Information

In line with the requirements of POPIA, CRH-Africa Automotive (Pty) Ltd commits to the following principles when processing personal information:

1. The Company is responsible for ensuring that personal information is processed in compliance with POPIA.
2. Personal information will only be collected for specific, legitimate purposes and not further processed in a way incompatible with those purposes.
3. Personal information will be collected only for specific, lawful purposes related to the Company's activities and will not be used for any other purposes.
4. The Company will take reasonable steps to ensure that personal information is complete, accurate, and up-to-date.
5. The Company will make information available to data subjects about the processing of their personal information.
6. Personal information will be safeguarded through appropriate technical and organizational measures to prevent unauthorized access, disclosure, or loss.

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1.1	12 September 2024	Updated Policy to cater for all other companies that CRH has shareholding in and all CRH Subsidiaries

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7. Data subjects (individuals whose personal information is processed) will have access to their personal information and will be able to correct, update, or delete inaccurate information.

7. Types of Personal Information Collected

CRH-Africa Automotive (Pty) Ltd may collect the following types of personal information:


- Employee Information: Name, contact details, identification numbers, bank account details, job title, performance reviews, disciplinary records, etc.
- Customer Information: Name, contact details, transaction history, payment information, feedback, and customer preferences.
- Supplier Information: Company name, contact details, banking details, payment records, and contractual agreements.
- Shareholder Information: Name, contact details, shareholding information.
- Third-party Information: Any other personal information necessary for the Company's operations (e.g., service providers, consultants, etc.).

8. Purpose for Collecting Personal Information

Personal information is collected for the following purposes:

- To manage employment contracts, payroll, benefits, training, and performance.
- To provide products and services, manage orders, and respond to inquiries and complaints.
- To manage procurement, payments, and supply chain management.
- To comply with legal and regulatory requirements (e.g. tax reporting, health and safety).
- For administrative, financial, and marketing purposes, as necessary for the Company's operations.

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9. Processing and Safeguarding Personal Information

CRH-Africa Automotive (Pty) Ltd implements the following measures to ensure the safeguarding of personal information:


1. Only authorized employees and third parties will have access to personal information on a need-to-know basis.
2. Personal information will be encrypted where appropriate, especially for sensitive or confidential data.
3. Offices and areas where personal information is stored will have appropriate physical security measures in place.
4. The Company will conduct regular audits to monitor compliance with POPIA and ensure that information security practices are effective.
5. Personal information will only be retained for as long as necessary for the purposes for which it was collected. Once no longer required, personal information will be securely destroyed or anonymized.

10. Rights of Data Subjects

Under POPIA, individuals (data subjects) have the following rights regarding their personal information:

- Individuals have the right to request access to their personal information held by the Company.
- Individuals have the right to request the correction of inaccurate or incomplete information.
- Individuals have the right to request the deletion of personal information under certain circumstances.
- Individuals may object to the processing of their personal information, in whole or in part.
- Individuals may request that processing be restricted in certain situations, for example, if they contest the accuracy of their data.

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- Where applicable, individuals may request that their personal information be transferred to another party in a structured, commonly used format.

To exercise these rights, data subjects can contact the Information Officer at the contact details listed above.

11. Sharing of Personal Information

The Company may share personal information with third parties under the following circumstances:

- Third-party service providers engaged in areas such as IT support, payroll, legal, auditing, and marketing.
- Where the Company is required by law to disclose personal information (e.g., to regulators, law enforcement agencies, or in legal proceedings).
- In the event of a sale, merger, or acquisition, personal information may be transferred to the new entity.


In any case, personal information will only be shared with third parties in compliance with POPIA and the conditions for lawful processing.

12. Data Breach Management

The Company has procedures in place to handle data breaches, including:

- Incident Reporting: Employees must immediately report any suspected data breach to the Information Officer.
- Containment: Steps will be taken to mitigate any harm caused by the breach.
- Notification: In the event of a breach, data subjects and the Information Regulator will be notified where required under POPIA.

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- Investigation: The Company will investigate the cause of the breach and implement measures to prevent future occurrences.

13. Training and Awareness

CRH-Africa Automotive (Pty) Ltd will ensure that all employees involved in processing personal information are trained on the requirements of POPIA and are aware of their responsibilities regarding personal data protection.

Training and awareness programs will be conducted regularly to keep staff informed about best practices in managing personal information securely.

14. Complaints and Dispute Resolution

If a data subject is dissatisfied with how their personal information is handled or believes their rights under POPIA have been violated, they may file a complaint with the Information Officer. If the issue cannot be resolved internally, the data subject may lodge a complaint with the Information Regulator.

Information Regulator (South Africa)

Telephone:


Email:

Website:

15. Amendments to the POPI Manual

This manual will be reviewed periodically to ensure that it remains in compliance with POPIA and is updated to reflect any changes in the Company's practices or legal obligations. Updates will be communicated to all relevant parties.

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16. Contact Information

For any questions, concerns, or to exercise your rights under POPIA, please contact:

Information Officer:

Gareth Fismer

General Manager South African Operations

CRH-Africa Automotive (Pty) Ltd

+27 (0) 41 408 4600

Email: GFismer@crh-africa.co.za

This manual was last updated on: 12th November 2024

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