



# ILEMBE DISTRICT MUNICIPALITY

## ILEMBE –UMASIPALA WESIFUNDA

**Reference:**

**Enquiries:** T Mpetsheni

**Email:** [information.officer@ilembe.gov.za](mailto:information.officer@ilembe.gov.za)

**Date :** 30 June 2021

**Telephone:**(032)437 9414

Dear Customer

### IMPLEMENTATION OF THE PERSONAL PROTECTION OF PERSONAL INFORMATION ACT

National Government passed a legislation called Protection of Personal Information Act no 4 of 2013 (POPI Act) and all organisations are required to comply with the law by 01 July 2021.

The POPI Act requires that among other things:

- IDM will collect information directly from you, as far as its possible unless information already in the public domain.
- The information will be collect from you is not excessive for the purpose it is collected for.
- IDM does not disclose your information to third parties without your consent unless required by law to do so.
- IDM does not keep your personal information beyond the purpose it was collected for, unless required by any other law.

Please find the POPIA Link as Follows:

<https://www.justice.gov.za/inforeg/legal/InfoRegSA-RegulationsDraft-Aug2017.pdf>

In light of the above requirements iLembe District Municipality wishes to inform you of your information held by IDM, and how that information is processed. The Municipality holds the following personal information for household and/or indigent support:

- Name and surname;
- Identity Number or Passport Number if a Non-South African Citizen;
- Contact number(s);
- Physical and Postal Address;
- Banking details;
- Next of kin name, surname and contact number;
- Name, surname, identity number, employer name or school name of all your dependents;
- Income details and employer information, where applicable;
- Details of assets owned.
- The information held may include information of a minor where your dependents are minors.

The following information is held for Corporate and other organizations:

- Name of the institution
- Name and surname of the director(s) or representative
- Identity Number or Passport Number if a Non-South African Citizen of the director(s)
- Contact number(s)
- Physical and Postal Address
- Banking details if paying by debit order

Ilembe House, 59/61 Mahatma Ghandhi Street, KwaDukuza 4450, South Africa

Tel:+27 32 437 9300 Fax: +27 32 437 9587

P.O Box 1788, KwaDukuza 4450

All correspondence to be addressed to the Municipal Manager

Your information is kept for the purposes of supplying you with the Water and Sanitation Services, as per the mandate of the Municipality and also providing you with indigent support where applicable.

Your information will be shared with 3<sup>rd</sup> parties under the following circumstances

- a) Should your account be in arrears and the Municipality elects to use a debt collection agent.
- b) Your information will be shared to municipal accredited 3<sup>rd</sup> parties for all indigent applications. This is aligned to the verification of all applicants and also adhoc checks. Such agent/s will be required to process your information solely for that purpose.
- c) Your data will be shared within the local authority your property is located. Indigent support is financed by means of an Equitable Share (funds from National Government), and as such consistency is maintained through -out the District to minimize the abuse of such assistance. This is achieved by standardizing indigent support in the district.
- d) Other organizations may access your information by virtue of services they render to the Municipality, and their obligation would be to protect your privacy in line with the contract signed with the Municipality and the provisions of the POPI Act.
- e) Your information may be shared with other municipal 3<sup>rd</sup> party agents for the use of debt profiling and risk scoring.

Please note your rights in terms of the Act:

- i. You have a right to request access to your personal information held by the Municipality. No written request will be necessary for normal account information. However, you will be required to produce identification for any enquiries.
- ii. You may authorize someone to access information about your account, but such authorization must be in writing and your identity and the authorized person's identity will be required.
- iii. If a person is requesting information on behalf of organisation, he/she must produce a proxy letter on a company letterhead for submission in order to request and or to amend information.
- iv. You may request that your information be amended and such requests for amendments must be made in writing. In some circumstances, proof may be required to be required to support the changes.
- v. You have a right to be informed when your data has been accessed by an unauthorised person. This IDM will sought to do as soon as possible, except in circumstances where publishing such breach would compromise the investigation into the breach; or if directed by the Information Regulator.
- vi. You may lodge a request to the Information Officer, in the prescribed form for your personal information that is not held for normal course of business.

Our information Officer is Mr GN Kumalo who may be contacted at email [information.officer@ilembe.gov.za](mailto:information.officer@ilembe.gov.za) or 032 437 9501

Should you object to the processing of your persona information, please contact the Municipality within 30 days of this letter via email or post detailing which Personal Information may not be Processed.

Yours faithfully



**MR GN KUMALO**  
**MUNICIPAL MANAGER/ INFORMATION OFFICER**

Ilembe House, 59/61 Mahatma Ghandhi Street, KwaDukuza 4450, South Africa

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