
To all suppliers and/or service providers,

RE: NOTICE IN TERMS OF SECTION 18(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013

We write to you as Solver Enterprises, our affiliate companies, as well as, the agent to various community schemes within our company (any reference to “Solver” includes reference to the various community schemes).

The long awaited Protection of Personal Information Act ,4 of 2013 (“the Act”) was enacted and will become effective 01 July 2021.

This Act will regulate the processing of personal information of persons (whether natural or juristic persons).

The aim of this Act is to protect the right of privacy, including the protection of information and how personal information is to be collected, stored, and managed.

It is important to know, that being a supplier and/or service provider of Solver, your personal information is processed.

Which personal information does Solver have?

Kindly note that Solver holds the following personal information about you:

- All personal information required in terms of the governing legislation and/or service level agreements entered into between Solver and yourself, which personal information may include your:
 - Full names and/or Company names;
 - Identity Numbers, Passport Numbers and/or Registration Number (in the case of juristic persons);
 - Contact details, including, cell phone numbers and email addresses, or the like;
 - Proof of Residential Address
 - Banking details;
 - Invoices;
 - Communique; and/or
 - Any other personal information so required by the governing legislation and/or the service level agreement.
- Where your personal information is processed for any other reasons, Solver undertakes to obtain your prior consent for such processing activity.

Why do we process your personal information?

In order for Solver to process your personal information lawfully, we must process your personal information for one (or more) of the following reasons:

Solver Property Services – Community Schemes Experts

Tel 010 822 2882
Email info@solver.co.za

Head office 1 Kelly Road
Bedfordview 2007

Branch: Gauteng South
47 Farraday Boulevard

Website www.solver.co.za
P.O Box 2720 Bedfordview

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- Pursuant to a statutory obligation (i.e. legislation is requiring Solver to process your personal information), the is the most common justification for the processing of your personal information, this includes;
 - Pursuant to a contractual obligation (i.e. where the performance in terms of the service level agreement, or any other agreement, requires the processing of your personal information);
 - Pursuant to your and/or Solver's legitimate interest (i.e. where the processing is utilised for the benefit of the business relationship with you or any other legitimate interest); and/or
 - Pursuant to your consent for such processing activity (i.e. where Solver processes personal information for any other reason, your consent will be required before the processing activity).

It is noteworthy that where personal information is processed based on any other justification (other than your consent), Solver is not required to obtain your consent for such a processing activity.

Which third parties have access to your personal information?

In order to properly attend to the business relationship with you, your personal information may be transmitted to the following third parties:

- Any employee of Solver in the performance of any function and/or duty pursuant the service level agreement;
- Any service providers of Solver to perform any function and/or duty which requires the processing of your personal information;
- Attorneys, debt collectors or the like;
- Off-site and/or cloud based backup companies;
- Upon legitimate request from our clients, to such clients; and
- Any other third party so required to perform any function and/or duty.

Solver is committed to protecting your personal information, so to ensure that personal information is exclusively processed on a lawful basis.

What do we expect from you when processing personal information on our behalf?

Whilst being the operator of personal information held by Solver you are required to process personal information strictly in accordance with the POPIA.

This would include that you are responsible for:

- Processing personal information based on the 8 (eight) conditions of processing contained in POPIA;

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- Conducting a Gap (or Personal Information Impact) Analysis;
- Implementing a POPIA Compliance framework withing your company;
- Implementing measures and security safeguards to detect and/or prevent unauthorised access, use and destruction of personal information provided by us; and
- Familiarising yourself, your staff and your service providers with the provisions of POPIA.

How will your interaction with the personal information that we transmit to you differ?

It is important to note that with the implementation of POPIA, our service level agreement has been automatically amended, so to include that:

- We can at any time request to inspect your POPIA compliance policies and procedures;
- We can hold you accountable for any breach committed with the personal information that you process on our behalf; and
- You may exclusively process personal information for the intended purpose, wherein which we provided the personal information to you (for example, in the absence of the contrary, you may not utilise our personal information for marketing purposes).

As part of your operational requirements, by processing the personal information, you will indemnify Solver from any liability as a result of, or by virtue of, your processing of our personal information.

Should you wish for our offices to formalise these amendments in writing, kindly request the amendment to the service level agreement from the relevant Solver staff member.

What would happen if you do not comply with POPIA?

As we take our client's right to privacy seriously, you must further note that any processing of personal information that occurs in contradiction with POPIA will result in Solver terminating your services.

Should you require any further assistance and/or clarification, kindly consider Solver's privacy policy. Which can be requested from info@solver.co.za.

Feel free to contact us if you have any queries in this regard.

Kind regards,
Solver Property Services

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