C TO Z SUPPLIES t/a IT Galaxy

PROTECTION OF PERSONAL INFORMATION (POPIA) MANUAL

Prepared in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

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IT Galaxy

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Privacy Commitment

C TO Z SUPPLIES t/a IT Galaxy recognises that personal information belongs to the individual. Protecting that information is fundamental to maintaining the trust of our customers, suppliers, employees and business partners.

We are committed to processing personal information lawfully, fairly, transparently and securely in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), while continually improving our information governance practices.

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1. Introduction

C TO Z SUPPLIES t/a IT Galaxy recognises that personal information is a valuable asset that must be collected, processed, stored, retained, and protected responsibly. The Company is committed to respecting the privacy rights of its customers, suppliers, service providers, employees (where applicable), and all other individuals whose personal information it processes.

This Manual has been prepared in accordance with the **Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA")** and outlines the principles, policies, and practices adopted by the Company to ensure that personal information is processed lawfully, fairly, transparently, and securely.

The purpose of this Manual is to demonstrate C TO Z SUPPLIES t/a IT Galaxy's commitment to protecting personal information, complying with applicable legislation, and promoting a culture of responsible information governance throughout the organisation.

This Manual should be read together with the Company's **PAIA Manual**, **Privacy Policy**, **Information Security Policy**, and any other governance documents adopted by the Company from time to time.

C TO Z SUPPLIES t/a IT Galaxy believes that protecting personal information is more than a legal obligation—it reflects the trust placed in us by every customer, supplier, service provider, and visitor who interacts with our business. The Company is committed to handling personal information with integrity, accountability, confidentiality, and respect, recognising that responsible information management is fundamental to building lasting business relationships.

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2. Purpose of this Manual

The purpose of this Manual is to:

- Demonstrate C TO Z SUPPLIES t/a IT Galaxy's commitment to protecting the personal information of its customers, suppliers, service providers, employees (where applicable), and other data subjects.
- Explain how personal information is collected, processed, stored, shared, retained, and securely disposed of in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA").
- Promote transparency, accountability, and responsible information governance throughout the organisation.
- Inform data subjects of their rights under POPIA and how those rights may be exercised.
- Describe the responsibilities of the Company, the Information Officer, and all persons who process personal information on behalf of the Company.
- Establish the principles and procedures adopted by C TO Z SUPPLIES t/a IT Galaxy to ensure lawful, fair, and secure processing of personal information.
- Support compliance with POPIA and any other applicable South African legislation relating to privacy, information security, and data protection.

This Manual serves as a practical guide for the responsible management of personal information and forms part of the Company's broader governance and compliance framework. It should be read together with the Company's PAIA Manual, Privacy Policy, Information Security Policy, Website Terms and Conditions, and any other applicable governance documents adopted by the Company.

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3. Company Information

Company Name
C TO Z SUPPLIES

Trading Name (t/a)
IT Galaxy

Registration Number
2024/689902/07

Enterprise Type
Private company

VAT Number
(Not VAT Registered)

Physical Address
Friedenheim JT258
Nelspruit
1200, Mpumalanga

Postal Address
Friedenheim JT258
Nelspruit
1200, Mpumalanga

Telephone
+27 (0) 83 946 3469

Email
admin@itgalaxy.co.za

Website

https://www.itgalaxy.co.za

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4. Information Officer

In terms of POPIA, the Information Officer is responsible for ensuring compliance with PAIA and POPIA.

Information Officer

Cara James

Position: Director and Information Officer

Telephone: +27 (0) 83 946 3469

Email: admin@itgalaxy.co.za

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5. Scope of this Manual

This Manual applies to all personal information processed by **C TO Z SUPPLIES t/a IT Galaxy**, regardless of whether such information is processed electronically, in paper-based records, verbally, or by any other lawful means.

The provisions of this Manual apply to:

- The Information Officer.
- Directors and management.
- Employees (where applicable).
- Contractors and consultants.
- Service providers processing personal information on behalf of the Company.
- Any other person authorised to process personal information for or on behalf of the Company.

Every person processing personal information on behalf of the Company is expected to comply with this Manual and any related governance policies adopted by the Company.

This Manual applies to all personal information processed in the course of the Company's business activities, including information relating to customers, prospective customers, suppliers, distributors, service providers, website visitors, employees (where applicable), contractors, consultants, and other data subjects.

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6. Definitions

Personal Information
Information relating to an identifiable, living natural person or an identifiable existing juristic person, as defined in POPIA.

Processing
Any operation or activity concerning personal information, including the collection, receipt, recording, organisation, storage, updating, retrieval, use, dissemination, distribution, restriction, destruction, or deletion of personal information.

Data Subject
The individual or juristic person to whom the personal information relates.

Responsible Party
C TO Z SUPPLIES t/a IT Galaxy, which determines the purpose and means of processing personal information.

Operator
A third party who processes personal information on behalf of C TO Z SUPPLIES t/a IT Galaxy under contract or mandate.

Information Officer
The person appointed in terms of POPIA who is responsible for ensuring compliance with PAIA, POPIA, and related legislation.

Consent
Any voluntary, specific, and informed expression of will by which a data subject agrees to the processing of their personal information.

Special Personal Information
Personal information relating to matters afforded additional protection under POPIA, including religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health information, biometric information, and information concerning a person's sex life or criminal behaviour.

Record
Any recorded information, regardless of form or medium, that is in the possession or under the control of C TO Z SUPPLIES t/a IT Galaxy.

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7. Lawful Processing of Personal Information

C TO Z SUPPLIES t/a IT Galaxy is committed to processing personal information lawfully, reasonably, and in a manner that does not infringe the privacy rights of data subjects.

The Company processes personal information in accordance with the eight conditions for lawful processing contained in POPIA.

7.1 Accountability

The Company accepts responsibility for ensuring that personal information is processed in accordance with POPIA and this Manual.

7.2 Processing Limitation

Personal information is collected only where necessary, for lawful purposes, and by fair and lawful means.

7.3 Purpose Specification

Personal information is collected for specific, explicitly defined, and lawful business purposes.

7.4 Further Processing Limitation

Where personal information is used for additional purposes, such processing will be compatible with the original purpose for which the information was collected or otherwise permitted by law.

7.5 Information Quality

Reasonable steps are taken to ensure that personal information remains accurate, complete, relevant, and up to date.

7.6 Openness

The Company is committed to transparency regarding the collection and use of personal information and makes relevant privacy information available through its governance documents.

7.7 Security Safeguards

Appropriate technical and organisational measures are implemented to protect personal information against loss, misuse, unauthorised access, disclosure, alteration, or destruction.

7.8 Data Subject Participation

Data subjects may exercise their rights under POPIA, including requesting access to, correction of, or deletion of their personal information where permitted by law.

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8. Categories of Personal Information Collected

C TO Z SUPPLIES t/a IT Galaxy collects and processes only the personal information that is necessary for its lawful business operations and in accordance with POPIA.

Depending on the nature of the relationship with the data subject, the Company may collect and process the following categories of personal information:

8.1 Identity Information

- Full names
- Identity or passport numbers (where required)
- Company registration numbers (for juristic persons)

8.2 Contact Information

- Residential or business address
- Postal address
- Telephone numbers
- Mobile numbers
- Email addresses

8.3 Business Information

- Company name
- Position or job title
- VAT number (where applicable)
- Supplier or customer account details

8.4 Financial Information

Where necessary for business purposes:

- Banking details
- Payment information
- Quotations
- Invoices
- Purchase history

8.5 Technical Information

When interacting with the Company's website or online services:

- IP address
- Browser type
- Device information
- Website usage information
- Cookies (where applicable)

8.6 Communications

- Email correspondence
- Telephone enquiries
- Website contact forms
- Request for Quotation submissions
- Customer support communications

8.7 Employment Information

Where applicable:

- Employment applications
- Curriculum Vitae (CVs)
- Qualifications
- Employment history
- Payroll information

8.8 Special Personal Information

The Company does not intentionally collect or process Special Personal Information unless:

- required by law;
- authorised by POPIA; or
- the data subject has provided lawful consent where applicable.

8.9 Information Collected from Third Parties

Where permitted by law, personal information may also be obtained from:

- Publicly available sources
- Suppliers
- Service providers
- Business partners
- Credit bureaux or verification services (where applicable)
- Other lawful sources

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9. Purposes for Processing Personal Information

C TO Z SUPPLIES t/a IT Galaxy processes personal information only for lawful, specific, and legitimate business purposes. Personal information is collected and used only to the extent necessary to conduct the Company's business operations, fulfil contractual obligations, comply with legal requirements, and provide products and services to customers.

Personal information may be processed for one or more of the following purposes:

9.1 Providing Products and Services
To process enquiries, quotations, orders, purchases, deliveries, warranties, technical support, and other services requested by customers.

9.1.1 Request for Quotation (RFQ) Processing
To receive, assess, prepare, and respond to Request for Quotation (RFQ) submissions made through the Company's website, email, telephone, or other communication channels, and to communicate with prospective customers regarding their technology requirements.

9.2 Customer Relationship Management
To communicate with customers, respond to enquiries, provide updates, manage customer accounts, and maintain ongoing business relationships.

9.3 Supplier and Procurement Management
To evaluate, appoint, manage, and communicate with suppliers, distributors, contractors, and other service providers necessary for the Company's operations.

9.4 Financial Administration
To prepare quotations, issue invoices, process payments, maintain accounting records, reconcile accounts, and fulfil other financial administration requirements.

9.5 Legal and Regulatory Compliance
To comply with applicable South African legislation, including but not limited to:

- Protection of Personal Information Act, 2013 (POPIA)
- Promotion of Access to Information Act, 2000 (PAIA)
- Companies Act, 2008
- Electronic Communications and Transactions Act, 2002
- Consumer Protection Act, 2008
- Income Tax Act
- Value-Added Tax Act (where applicable)
- Any other legislation applicable to the Company's operations.

9.6 Website Administration
To manage and improve the Company's website, analyse website usage, maintain website security, process contact form submissions, and enhance the user experience.

9.7 Marketing Communications
Where permitted by law and, where required, with the consent of the data subject, to provide information regarding products, services, promotions, newsletters, or other business communications.

Data subjects may opt out of receiving marketing communications at any time.

9.8 Recruitment and Employment
Where applicable, to process employment applications, assess candidates, administer employment relationships, and comply with labour and employment legislation.

9.9 Information Security
To protect the Company's information systems, prevent fraud, detect unauthorised access, investigate security incidents, and maintain the confidentiality, integrity, and availability of information.

9.10 Business Operations
To manage the Company's day-to-day operations, maintain accurate business records, improve products and services, manage business risks, and support strategic decision-making.

9.11 Other Lawful Purposes
Personal information may also be processed for any other lawful purpose that is compatible with the original purpose for which the information was collected or where otherwise permitted or required by applicable legislation.

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10. Special Personal Information

The Company recognises that certain categories of personal information are afforded additional protection under the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA").

As a general business practice, **C TO Z SUPPLIES t/a IT Galaxy** does not intentionally collect, process, or retain Special Personal Information unless such processing is authorised or required by applicable legislation.

Special Personal Information includes, but is not limited to:

- Religious or philosophical beliefs;
- Race or ethnic origin;
- Trade union membership;
- Political persuasion;
- Health or medical information;
- Biometric information;
- Information concerning a person's sex life;
- Criminal behaviour, criminal records, or alleged offences.

10.1 Circumstances Where Processing May Occur

The Company may process Special Personal Information only where:

- the data subject has provided explicit consent, where consent is required by law;
- processing is necessary to comply with a legal obligation;
- processing is necessary to establish, exercise, or defend a legal right or claim;
- processing is authorised by POPIA or any other applicable legislation; or
- another lawful ground for processing exists under POPIA.

10.2 Protection of Special Personal Information

Where Special Personal Information is lawfully processed, the Company will implement appropriate technical and organisational measures to ensure that such information is protected against unauthorised access, disclosure, alteration, loss, or destruction.

Access to Special Personal Information will be limited to authorised persons who require access in the performance of their duties and who are subject to appropriate confidentiality obligations.

10.3 Children's Personal Information
The Company does not knowingly collect or process the personal information of children (persons under the age of 18 years) unless:

- processing is authorised by law;
- consent has been obtained from a competent person where required; or
- another lawful exception under POPIA applies.

Where the Company becomes aware that it has inadvertently collected personal information relating to a child without lawful authority, reasonable steps will be taken to delete or otherwise lawfully manage such information.

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11. Sharing of Personal Information

C TO Z SUPPLIES t/a IT Galaxy respects the confidentiality of personal information and does not sell, rent, or trade personal information to third parties.

Personal information will only be shared where it is necessary for legitimate business purposes, where required or authorised by law, or where the data subject has provided consent where required.

11.1 Suppliers and Distributors
Personal information may be shared with authorised suppliers, distributors, manufacturers, or wholesalers where necessary to:

- Obtain quotations;
- Confirm product availability;
- Process orders;
- Arrange deliveries;
- Provide warranty or technical support; or
- Fulfil customer requirements.

Only the minimum personal information reasonably required to perform these functions will be shared.

11.2 Service Providers
The Company may engage trusted third-party service providers to assist with business operations, including:

- Website hosting providers;
- Information technology support providers;
- Email and communication service providers;
- Accounting and bookkeeping service providers;
- Legal and professional advisers;
- Courier and logistics providers; and
- Payment service providers (where applicable).

All service providers are expected to maintain appropriate confidentiality and security measures when processing personal information on behalf of the Company.

11.3 Legal and Regulatory Authorities
Personal information may be disclosed where required by law or where disclosure is necessary to:

- Comply with a legal obligation;
- Respond to lawful requests from regulatory authorities;
- Comply with a court order or subpoena;
- Protect the rights, property, or safety of the Company or others; or
- Prevent or investigate unlawful activity.

11.4 Business Transfers
Should the Company undergo a merger, acquisition, restructuring, sale of assets, or any other business transaction, personal information may be transferred as part of that transaction, subject to appropriate confidentiality obligations and compliance with POPIA.

11.5 Cross-Border Transfers
Where personal information is transferred outside the Republic of South Africa, the Company will ensure that such transfer takes place only where permitted by POPIA and where appropriate safeguards are in place to protect the personal information.

11.6 Consent
Where required by POPIA, the Company will obtain the consent of the data subject before sharing personal information with third parties.

Where consent is not required under POPIA, personal information will only be shared on another lawful basis permitted by the Act.

11.7 Data Minimisation
When sharing personal information, C TO Z SUPPLIES t/a IT Galaxy will take reasonable steps to ensure that only the minimum amount of personal information necessary to achieve the intended purpose is disclosed.

11.8 Confidentiality
All employees (where applicable), contractors, consultants, operators, and service providers who have access to personal information are expected to maintain strict confidentiality and process such information only for authorised business purposes.

11.9 No Sale of Personal Information

C TO Z SUPPLIES t/a IT Galaxy does not sell, lease, rent, or otherwise commercially exploit the personal information of its customers, suppliers, employees, or other data subjects.

Personal information is processed solely for legitimate business purposes and in accordance with the Company's commitment to responsible information governance, privacy, and compliance with POPIA.

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12. Information Security Measures

C TO Z SUPPLIES t/a IT Galaxy is committed to protecting personal information against unauthorised access, disclosure, alteration, loss, destruction, or any other form of unlawful processing.

The Company implements reasonable technical and organisational measures to safeguard personal information throughout its lifecycle and to ensure compliance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA").

12.1 Administrative Safeguards
The Company maintains policies, procedures, and governance measures designed to promote responsible information management and compliance with applicable legislation.

12.2 Technical Safeguards
Reasonable technical safeguards may include:

- Secure website hosting.
- Password-protected systems and devices.
- Firewall and anti-malware protection.
- Secure email communication where appropriate.
- Regular software updates.
- Access controls to electronic records.
- Backup and recovery procedures.

12.3 Physical Security
Reasonable physical security measures are implemented to protect paper-based records, computer equipment, and business information from unauthorised access, theft, damage, or destruction.

12.4 Access Control
Access to personal information is restricted to authorised persons who require such access to perform their business responsibilities.

Access rights are reviewed periodically and removed where no longer required.

12.5 Security Incidents
Where the Company becomes aware of a security compromise involving personal information, appropriate steps will be taken to investigate the incident, contain the risk, and comply with any notification obligations under POPIA.

12.6 Continuous Improvement
Information security practices are reviewed periodically to ensure they remain appropriate for the Company's operations, technology, and legal obligations.

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13. Retention and Destruction of Personal Information

C TO Z SUPPLIES t/a IT Galaxy retains personal information only for as long as necessary to fulfil the purpose for which it was collected or as required by applicable legislation.

13.1 Retention Periods
Personal information may be retained:

- For the duration of the business relationship;
- For the period required by applicable legislation;
- To resolve disputes;
- To enforce contractual rights;
- For legitimate business purposes; or
- Until it is no longer required.

13.2 Secure Storage
Personal information is stored using reasonable administrative, technical, and physical safeguards appropriate to the nature of the information.

13.3 Destruction of Information
When personal information is no longer required, it will be securely destroyed, permanently deleted, anonymised, or otherwise disposed of in a manner that prevents unauthorised access or reconstruction.

13.4 Legal Holds
Where required by law, legal proceedings, investigations, or regulatory requirements, personal information may be retained beyond normal retention periods.

14. Rights of Data Subjects

In accordance with POPIA, every data subject has certain rights regarding the processing of their personal information.

Subject to applicable legislation, data subjects may:

14.1 Right to be Informed
Be informed about the collection and processing of their personal information.

14.2 Right of Access
Request access to personal information held by the Company.

14.3 Right to Correction
Request the correction, updating, or completion of inaccurate or incomplete personal information.

14.4 Right to Deletion
Request the deletion or destruction of personal information where permitted by law.

14.5 Right to Object
Object to the processing of personal information in circumstances permitted by POPIA.

14.6 Right to Withdraw Consent
Withdraw consent where processing is based on consent, subject to any legal or contractual obligations.

14.7 Right to Lodge a Complaint
Lodge a complaint with the Information Regulator if they believe their rights under POPIA have been infringed.

14.8 Exercising Rights
Requests relating to personal information should be submitted to the Information Officer using the contact details provided in this Manual.

15. Complaints Procedure

C TO Z SUPPLIES t/a IT Galaxy is committed to resolving privacy concerns fairly, promptly, and transparently.

Individuals who believe that their personal information has been processed contrary to POPIA are encouraged to contact the Information Officer in the first instance so that the matter may be investigated and, where appropriate, resolved.

Where a complaint cannot be resolved internally, the complainant may lodge a complaint with the Information Regulator of South Africa or pursue any other remedies available in law.

Information Regulator (South Africa)

Website: https://inforegulator.org.za/

General Enquiries: 010 023 5200

Email: enquiries@inforegulator.org.za

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16. Contact Details

For enquiries relating to this Manual or the processing of personal information, please contact:

C TO Z SUPPLIES t/a IT Galaxy

Information Officer
Cara James

Telephone
+27 (0) 83 946 3469

Email
admin@itgalaxy.co.za

Website
https://www.itgalaxy.co.za

Registered Business Address

Friedenheim JT258
Nelspruit
1200, Mpumalanga

17. Review and Updating of this Manual

This Manual will be reviewed periodically to ensure that it remains accurate, relevant, and compliant with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), and any other applicable legislation.

The Manual may be updated from time to time to reflect:

- Changes in applicable legislation or regulatory requirements;
- Changes to the operations or organisational structure of C TO Z SUPPLIES t/a IT Galaxy;
- Changes to the categories of personal information processed by the Company;
- Changes to the contact details of the Information Officer; or
- Improvements to the Company's governance, privacy, and information security practices.

The most recent version of this Manual will supersede all previous versions and will be made available in accordance with the Company's governance procedures.

Commitment to Continuous Privacy Governance

C TO Z SUPPLIES t/a IT Galaxy recognises that privacy protection is an ongoing responsibility rather than a once-off compliance exercise.

The Company is committed to continually reviewing its privacy practices, strengthening information security, improving governance, and ensuring that personal information is processed responsibly, ethically, and in accordance with applicable legislation.

Through this commitment, the Company seeks to maintain the confidence and trust of every customer, supplier, service provider, employee, and business partner who entrusts personal information to the Company.

Glossary of Governance Terms

Personal Information

Information relating to an identifiable, living natural person or an identifiable existing juristic person, as defined in POPIA.

Data Subject
The natural or juristic person to whom the personal information relates.

Responsible Party
The person or organisation that determines why and how personal information is processed.

For the purposes of this Manual, the Responsible Party is:
C TO Z SUPPLIES t/a IT Galaxy

Operator
A third party that processes personal information on behalf of the Responsible Party under a contract or mandate.

Information Officer
The person appointed in terms of POPIA who is responsible for ensuring compliance with PAIA, POPIA, and the Company's privacy and information governance obligations.

Personal Information Processing
Any activity involving personal information, including collecting, recording, storing, organising, updating, using, sharing, retaining, deleting, or destroying personal information.

Consent
A voluntary, specific, and informed agreement by a data subject to the processing of their personal information.

Special Personal Information
Personal information that receives additional protection under POPIA, including information relating to health, race, religion, political persuasion, trade union membership, biometric information, criminal behaviour, and similar protected categories.

Privacy
The right of individuals to have their personal information collected, used, stored, and shared lawfully, fairly, and securely.

Confidential Information
Information that is not publicly available and must be protected against unauthorised disclosure because of legal, commercial, contractual, or privacy obligations.

Information Security
The protection of information against unauthorised access, disclosure, alteration, loss, destruction, or misuse through appropriate administrative, technical, and physical safeguards.

Data Breach
A security incident resulting in the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal information.

Information Regulator
The independent South African authority established to oversee compliance with POPIA and PAIA.

Governance
The system of policies, procedures, controls, and oversight used to ensure that the Company operates responsibly, ethically, transparently, and in compliance with applicable legislation.

Privacy Governance Statement

C TO Z SUPPLIES t/a IT Galaxy recognises that privacy is fundamental to building and maintaining trust. The Company is committed to continuously improving its privacy practices, strengthening its information security measures, and ensuring that personal information is processed responsibly, ethically, and in accordance with applicable legislation.

Privacy protection is not regarded as a once-off compliance exercise, but as an ongoing commitment to responsible governance, transparency, and respect for every individual whose personal information is entrusted to the Company.

Confidentiality

This Manual is a public document prepared in accordance with the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). Nothing contained in this Manual shall be interpreted as granting unrestricted access to confidential, commercially sensitive, legally privileged, or personal information protected by law.

List of Appendices

Appendix A
POPIA Data Subject Request Forms

Appendix B
Consent to Process Personal Information

Appendix C
Record of Processing Activities

Appendix A - POPIA Data Subject Request Forms

The following prescribed forms support the rights of data subjects in terms of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

These forms may be completed and submitted to the Information Officer where applicable.

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1. Personal Information Access Request

For customers who want to know what personal information IT Galaxy holds about them.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

_____
_____
_____
_____
(Address)

E-mail address: _____

Fax number: _____

*Mark with an **"X"***

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made *(when made on behalf of another person)*				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			
Full names of person on whose behalf request is made *(if applicable):*				
Identity Number				
Postal Address				

Street Address				
E-mail Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED

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. (*If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)*

Description of record or relevant part of the record:	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD
*(Mark the applicable box with an "**X**")*

Record is in written or printed form	
Record comprises virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS *(Mark the applicable box with an "**X**")*	
Printed copy of record *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*	
Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*	
Transcription of soundtrack *(written or printed document)*	
Copy of record on flash drive *(including virtual images and soundtracks)*	
Copy of record on compact disc drive*(including virtual images and soundtracks)*	
Copy of record saved on cloud storage server	

MANNER OF ACCESS *(Mark the applicable box with an "**X**")*	
Personal inspection of record at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)*	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format *(including transcriptions)*	
E-mail of information *(including soundtracks if possible)*	
Cloud share/file transfer	
Preferred language *(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)*	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED *If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.*	
Indicate which right is to be exercised or protected	

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

FEES	
a) A request fee must be paid before the request will be considered. *b) You will be notified of the amount of the access fee to be paid.* *c) The fee payable for 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 exemption of the payment of any fee, please state the reason for exemption*	
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	**Facsimile**	**Electronic communication** ***(Please specify)***

Signed at _____ this _____ day of _____ 20 _____

_____

Signature of Requester / person on whose behalf request is made

---

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

_____

Signature of Information Officer

2. Request for Correction or Deletion of Personal Information

For customers who wish to:

- Correct inaccurate information
- Update information
- Delete information where legally permitted

FORM 2

REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017
[Regulation 3(2)]

Note:
1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number….

Mark the appropriate box with an "x".

Request for:

☐ Correction or deletion of the 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 longerauthorised to retain the record of information.

A	**DETAILS OF THE DATA SUBJECT**
Surname:	
Full names:	
Identity number:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party*(if the responsible party is a natural person)*:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body *(if the responsible party is not a natural person)*:	
Business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

C	**REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY.** *(Please provide detailed reasons for the request)*

***** *Delete whichever is not applicable*

Signed at ..... this ..... day of .....20……..

.....
Signature of Data subject

3. Objection to Processing of Personal Information

For customers who wish to object to certain processing activities permitted under POPIA.

FORM 1

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, 2017

[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to thisForm and sign each page.*

Reference Number….

A	**DETAILS OF DATA SUBJECT**
Name and surname of data subject:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
B	**DETAILS OF RESPONSIBLE PARTY**
Name and surname of responsible party*(if the responsible party is a natural)*:	
Residential, postal or business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	

Name of public or private body*(if the responsible party is not a natural person)*:	
Business address:	
	Code ( )
Contact number(s):	
Fax number:	
E-mail address:	
C	**REASONS FOR OBJECTION** *(Please provide detailed reasons for the objection)*

Signed at ..... this ..... day of .....20……...

.....
Signature of data subject (applicant)

Appendix B - Consent to Process Personal Information

C TO Z SUPPLIES t/a IT Galaxy

Data Subject Details

Name:
Company:
Telephone:
Email:

Consent

I acknowledge that I have voluntarily provided my personal information to C TO Z SUPPLIES t/a IT Galaxy.

I understand that my personal information will be processed for legitimate business purposes in accordance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013), the Company's Privacy Policy, and the POPIA Manual.

I understand that my information may be used for purposes including:

☐ Responding to enquiries
☐ Preparing quotations
☐ Processing orders
☐ Customer support
☐ Supplier administration
☐ Legal and regulatory compliance
☐ Other legitimate business purposes

Consent Statement

I hereby consent to the processing of my personal information for the purposes described above.
I understand that I may withdraw my consent where permitted by law.

Signature

Date

Appendix C – Personal Information Processing Register (Summary)

Processing Activity	**Personal Information**	**Purpose**	**Legal Basis**	**Retention**	**Responsible Person**
Website Contact Form	Name, Email, Telephone	Respond to enquiries	Legitimate Interest	As required	Information Officer
Request for Quote	Name, Company, Contact Details	Prepare quotation	Contractual Necessity	As required	Sales
Customer Orders	Contact and Financial Information	Supply products	Contract	As required	Administration
Supplier Management	Company Details	Procurement	Legitimate Interest	As required	Procurement
Website Analytics	IP Address, Cookies	Website Improvement	Legitimate Interest	Operational	IT

This register will be reviewed periodically and updated whenever new processing activities are introduced, or existing activities change.



Access Classification

Public
Information that may be made available without restriction.

Internal
Information intended for authorised internal business use only.

Restricted
Information containing confidential, commercial, financial, legal, technical or personal information. Access is subject to PAIA, POPIA and other applicable legislation.

Governance Commitment

C TO Z SUPPLIES t/a IT Galaxy is committed to maintaining a robust privacy governance framework that supports the lawful, transparent, and responsible processing of personal information.

The Personal Information Processing Register (Summary) contained in this Manual forms part of the Company's broader Information Governance Framework and assists in identifying, documenting, and reviewing the Company's personal information processing activities in accordance with POPIA.

This Manual will be reviewed periodically to ensure continued compliance with applicable legislation, recognised good governance practices, and the evolving operational requirements of the Company.
