

## **POPIA: (Protection of Personal Information Act) PROCESSING OF PERSONAL INFORMATION**

Busy Bee Editing undertakes to process a clients personal information in compliance with the legal and regulatory policies or industry codes which are relevant to the business and are permitted by law. The POPI Act defines an 'operator' as "...a person who processes personal information for a responsible party in terms of a contract or a mandate, without coming under the direct authority of that party". It is possible that Busy Bee Editing may have to share a clients personal information with service providers and/or operators who are involved in the rendering of certain products or services, in support of services rendered to the beforementioned as well as to our business.

Should information possibly be shared with a third-party, Busy Bee Editing will insure that the third-party members undertake to handle the information with the same level of responsibility as we do. Examples of these operators include translators, proofreaders, marketers, editors, graphic designers, etc. If necessary, we will make use of third-party's information systems to process personal information, supporting us to provide the necessary services and products to the client. This information system currently includes Microsoft Office (all programmes).

Busy Bee Editing respects and understands that the clients privacy and personal information is important to them, and that this information needs to be safeguarded and processed in a legal and lawful manner. Busy Bee Editing may currently be in possession of a clients personal information which may include their first and last names, email addresses, ID numbers, home and postal addresses or other physical addresses, other contact information, a clients title, gender, as well as their occupation. The client has the right to request Busy Bee Editing to update, correct or remove their personal information, authorization or prior consent, at any given time.

If you a client have reasons to believe that their information is not processed in a correct manner, or that their information is not being used for the original purpose intended, the client can contact Busy Bee Editing via email so that we can attend to it immediately.

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