

POPI ACT COMPLIANCE

PERSONAL INFORMATION ACT, 2013 (POPIA or POPI Act)

The commencement of the POPI ACT took effect from the 1st of July 2020, with a grace period of 12 months from this date to comply with the Act, therefore the Municipality must be fully compliant with the provision of this Act.

It is against the above act that the following will apply when statements or any other information is requested from the Municipality regarding sharing of information:

1. ONLINE STATEMENTS.

All ratepayers will be able to access their statements on the CAB portal as well as on our website using only the cell phone number of which is attached to the account, to access their statements.

No access code as per the previous message on the portals will be submitted by the Municipality:

Thus, to access your statement – your access code; if you wish to call it in that way – will be your cell number. Remember, no one will be able to use any other cell number to obtain any statement, than the number we have on the financial system on the customer's profile.

Customers can direct their queries to statement@polokwane.gov.za where they can be assisted if they encounter any problems obtaining their accounts. The person in charge of the e-mail will update profiles in line with the regulations in the said POPI ACT. Requests can also be mailed to Carols@polokwane.gov.za, HellenceM@polokwane.gov.za. Any other official in the Revenue department will have access to update e-mail addresses as well as cell numbers.

Once the cellphone number has been updated on the financial system, access will be available after that month's month end billing. Thus, a statement or a balance of an account should be shared the same time when updates are being done successfully.

2. QUESTIONS AND ANSWERS:

- Q. What if someone needs the statement but the cell numbers are either not on the profile, or it needs to be changed?
- A. The Owner of the property, Trustee, Executor of an Estate, agent or authorized person of any company needs to send a request to statement@polokwane.gov.za with a certified identification document of the rightful owner, or company papers requesting the updates. No third party can request any update on an account. The Municipality has a responsibility is to protect our customers information.
- Q. What is a first, second and third party, please explain in layman's language:
- A. The first party is the Municipality, who collected data information directly from the owner of the property; holding the information and is trusted to protect the information; the second party will be the Owner of the property trusting the Municipality with its personal information. The third party does not have any direct link to our customers, that is why they need to have permission from the property owners or authorized persons, to obtain statements on their behalf.

Secondly, we need to mind all the papers we are printing the accounts on whereby all the companies have access to electronic technology and can use their own papers. They can all print their own statements. This Municipality is also moving towards a green environment.

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