

TELVIVA - Protection of Personal Information and PI Processing

The South African Protection of Personal Information Act has come into effect on 1 July 2021. The Act provides a regulatory framework for the protection of personal information in South Africa and all businesses must comply with it.

Telviva is a licensed telecommunications operator that is regulated under the Electronic Communications Act of 2005, Act No. 36 2005 by the Independent Communications Authority of South Africa (ICASA), including other related ACTs, the RICA (Regulation of Interception of Communications and Provision of Communication- Related Information Act), ICASA Numbering Plan Regulations and the Cybercrimes Act 19 of 2020 (not a definitive listing). Telviva's services often involve the processing of personal information on behalf of clients and users. Telviva, therefore, prioritises the protection of the personal information processed via our services.

Telviva understands that the Act requires compliance with certain obligations and minimum requirements when one person or entity (referred to as "the operator") processes personal information on behalf of another (referred to as "the responsible party") and that a written suitable agreement must be put in place to govern such processing for the responsible party to fulfil its obligations under the Act.

Telviva has made certain changes to its Standard Communications Services Terms so as to assist our clients in complying with the Act. Our new Standard Communications Services Terms can be found at <https://telviva.co.za/wp-content/uploads/2023/05/230315-TELVIVA-Communication-Services-Terms.pdf> and will apply to all our services and other supplies rendered to you as from 1 July 2021 unless we agree otherwise with you in writing.

Please familiarize yourself and make sure that you can comply with Section 11 and 33 of our Standard Communications Services Terms, which specifically addresses the processing and protection of personal information of users of the Telviva services.