JUTA
POPIA PORTAL

POPIA AWARENESS TRAINING LEVEL 2

1. OVERVIEW

In level 2 of our POPIA awareness training series, we are looking at instances where you collect personal information, such as customer application forms, employee forms, candidate CVs, and vendor forms. According to POPIA, you must not collect more information than you need, and you must tell people why you need their information and what you plan to do with it.
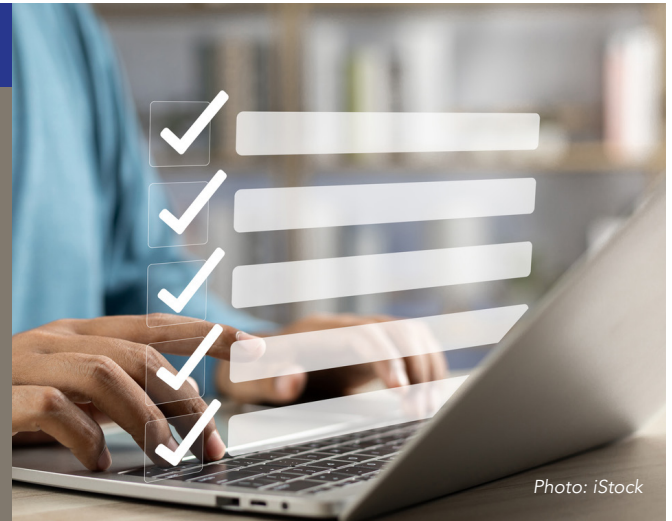

Photo: iStock

2. REVIEW YOUR FORMS

Photo: iStock

Organisations need personal information to provide goods and services, manage employees, pay invoices, train their people, and so on. You usually get this information by asking for it in a form. These forms could be employee forms, insurance application forms, competition entries, and registration forms. POPIA says you must have a specific purpose for each piece of personal information you collect.

For level 2 training, here are some steps you can take:

2.1. Find all the forms

Gather all the forms you use and consider why you have them. This includes physical forms, digital forms, and all situations where you ask people to complete their details. If you do not know why you have a form, or if you use multiple forms to fulfil the same purpose, you can probably do away with some of them.

Photo: iStock

Photo: iStock

2.2. Simplify the forms

Choose a form you use often and read it as if you are seeing it for the first time. Complete all the fields. Think about each field you complete and consider whether your business really needs this information and what you use it for. For instance, do you really need a customer to complete their date of birth when you have their ID number? (ID numbers already contain the date of birth). If you identify fields on the form that need updating or improvement, make a note and follow through. If you think a certain field can be cut from the form, check with the business areas that use this information and cut it if there is no good reason for having it. POPIA says you must not collect personal information if you do not need it.

2.3. Make it foolproof

Clear, usable forms reduce the risk of errors and increase the chance that a person will complete the form in full without any problems. Here are some examples of what you can do to improve your form.

2.4. Be transparent

According to POPIA, you must be transparent about what personal information you collect and what you do with it. You need to include a privacy notice in your form. Chapter 11.3 describes all the disclosures you must make when collecting personal information.

2.5. Review all the forms

Follow this exercise with all your forms. You may find that you can do away with some forms or some may become shorter and more accessible, saving you time and data storage costs.

3. WHAT'S NEXT?

Read more about minimality and information quality in Chapter 9, the rules for collecting personal information in Chapter 10, and the notification requirements in Chapter 11.

Level 3 POPIA awareness training will focus on information security and records management.

Photo: iStock