



# WILL OF AFRICA PTY LTD

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## DATA SUBJECT RIGHTS PROCESS

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*Document Reference: WOA-DSR-001 v1.0*

*Effective Date: April 2026*

*Classification: Public*

**LEGISLATIVE BASIS:** This document is prepared in compliance with the Protection of Personal Information Act 4 of 2013 (POPIA) and, where applicable, the Promotion of Access to Information Act 2 of 2000 (PAIA).

# PART 1: PURPOSE AND SCOPE

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## Section 1: Purpose

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This document describes how Will of Africa Pty Ltd handles requests from individuals (data subjects) exercising their rights under the Protection of Personal Information Act 4 of 2013 (POPIA). It is intended for both internal use and publication on our website.

## Section 2: Scope

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This process applies to all personal information processed by Will of Africa in connection with its LMS and related services at [woat.africa](http://woat.africa).

## Section 3: Definitions

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| Term                   | Meaning  |
|------------------------|--|
| "Data Subject"         | The natural person to whom the personal information relates.                                   |
| "Information Officer"  | The designated person responsible for managing POPIA compliance and data subject requests.     |
| "Personal Information" | Information relating to an identifiable, living natural person as defined in POPIA, section 1. |
| "POPIA"                | Protection of Personal Information Act 4 of 2013.  |
| "Request"              | A formal written request from a data subject to exercise any right under POPIA.                |

## PART 2: YOUR RIGHTS UNDER POPIA

**POPIA NOTE:** As a data subject, you have the following rights regarding your personal information under POPIA. These rights are subject to applicable legal limitations.

| Right               | Description   | POPIA Reference |
|---------------------|---|-----------------|
| Right of Access     | Request a copy of the personal information we hold about you.                                   | Section 23      |
| Right to Correction | Request that inaccurate, outdated, or incomplete information be corrected.                      | Section 24      |
| Right to Deletion   | Request that your personal information be deleted, subject to legal retention obligations.      | Section 24      |
| Right to Object     | Object to the processing of your personal information in certain circumstances.                 | Section 11      |
| Right to Complain   | Lodge a complaint with the Information Regulator if you believe your rights have been violated. | Section 74      |

## PART 3: HOW TO SUBMIT A REQUEST

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### Section 4: Contact Details for Requests

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To exercise any of the above rights, please contact our Information Officer by email:

|                            |                         |
|----------------------------|-------------------------|
| <b>Information Officer</b> | Petrus Wilhelm Jansen   |
| <b>Email</b>               | willof africa@gmail.com |
| <b>Phone</b>               | +27 82 401 0880         |

### Section 5: What to Include in Your Request

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Your request should include the following:

- Your full name
- Your email address as registered on our LMS
- A clear description of your request (access, correction, deletion, or objection)
- A copy of your ID document for identity verification purposes

### Section 6: Response Process

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| Step                      | Description   | Timeframe                              |
|---------------------------|---|--|
| 1 — Acknowledgement       | We will acknowledge receipt of your request.  | Within 3 business days                 |
| 2 — Identity Verification | We will verify your identity before processing any request involving personal data.     | As soon as reasonably practicable      |
| 3 — Processing            | We will process your request and respond with an outcome.                               | Within 30 days of receipt (POPIA, s23) |
| 4 — Extension             | If your request is complex, we may extend the response period by a further 30 days. You | Up to 30 additional days               |

| Step               | Description   | Timeframe            |
|--------------------|---|----------------------|
|                    | will be notified.   |                      |
| 5 — Record-Keeping | All requests and outcomes are logged for POPIA compliance purposes. | Retained for 5 years |

## PART 4: LIMITATIONS AND COMPLAINTS

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### Section 7: Limitations on Deletion Requests

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We may be unable to delete your personal information in the following circumstances:

- It is required to fulfil a legal or contractual obligation
- It is within the active 5-year retention period required for training records
- Deletion would infringe on the rights of another person

In such cases, we will inform you of the reason for the limitation and the earliest date on which deletion can be carried out.

### Section 8: Complaints to the Information Regulator

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If you are not satisfied with our response, you may lodge a complaint with the Information Regulator of South Africa:

|                     |  |
|---------------------|--|
| <b>Organisation</b> | Information Regulator (South Africa)   |
| <b>Website</b>      | <a href="http://www.justice.gov.za/infoereg/">www.justice.gov.za/infoereg/</a> |
| <b>Email</b>        | <a href="mailto:infoereg@justice.gov.za">infoereg@justice.gov.za</a>           |
| <b>Address</b>      | JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001                 |

### Section 9: Website Notice

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**PUBLIC NOTICE:** To request access to, correction of, or deletion of your personal information, please email us at [josh@willofafrica.co.za](mailto:josh@willofafrica.co.za). We will respond within 30 days. For complaints, contact the Information Regulator at [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).

## Approval

|                                    |   |
|------------------------------------|---|
| <b>FOR: WILL OF AFRICA PTY LTD</b> |   |
| Name:                              | <u>Petrus Wilhelm Jansen</u>  |
| Designation / Title:               | <u>Director (CEO)</u>   |
| Signature:                         |  _____ |
| Date:                              | <u>2026/04/30</u>   |
| Place:                             | <u>Emalaheni</u>  |

## Version History

| Version | Date       | Author    | Approved By | Changes                           |
|---------|------------|-----------|-------------|-----------------------------------|
| 1.0     | April 2026 | Egan Tarr | Will Jansen | Initial release — POPIA compliant |