

## PRIVACY NOTICE

The Road Accident Fund (RAF) is a statutory entity, established in terms of section 2(1) of the Road Accident Fund Act, No. 56 of 1996, with the mandate to pay compensation to motor vehicle accident victims and their dependants, in terms of its principal Act.

The RAF's head office is situated at 2 Eco Glades Office Park, 420 Witch Hazel Avenue, Centurion, with telephone number (012) 621 1691 and fax number (012) 621 1640.

The RAF's Deputy Information Officer can be contacted at [popi@raf.co.za](mailto:popi@raf.co.za).

The particular law authorising or requiring the collection of personal information by the RAF include, without limitation, the Protection of Personal Information Act, No. 4 of 2013; Road Accident Fund Act, No. 56 of 1996 (and its predecessors); Road Accident Fund (Transitional Provisions) Act, No. 15 of 2012; Public Finance Management Act, No. 1 of 1999; Preferential Procurement Policy Framework Act, No. 5 of 2000; Promotion of Administrative Justice Act, No. 3 of 2000; Promotion of Access to Information Act, No. 2 of 2000; Protected Disclosures Act, No. 26 of 2000; Skills Development Act, No. 97 of 1998; Skills Development Levies Act, No. 9 of 1999; Tax Administration Act, No. 28 of 2011; amongst others.

In compliance with the Protection of Personal Information Act, No. 4 of 2013, this Privacy Notice applies to personal information which the RAF collects through any of its social media platforms; ordinary post, email, text messages, and faxes received by the RAF; calls made to the landlines and cell phones of RAF officials; and, calls made to the RAF Call Centre.

### 1. DEFINITIONS

In this Privacy Notice:

“**claim**” means a claim for compensation as provided for in section 17 of the Road Accident Fund Act, No. 56 of 1996;

“**consent**” means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information;

“**data subject**” means the person to whom personal information relates;

“**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person; (e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (g) the views or opinions of another individual about the person; and (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

“**processing**” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; (b) dissemination by means of transmission, distribution or making available in any other form; or (c) merging, linking, as well as restriction, degradation, erasure or destruction of information; and

“**user**” means a person who communicates with the RAF through any of its social media platforms; ordinary post; email; text message; facsimile; telephone calls made to the landlines and cell phones of RAF officials; and, calls made to the RAF Call Centre.

## **2. CONSENT**

Subject to the user rights discussed in paragraph 5 below, and further subject to the conditions for the lawful processing of personal information as set out in the Protection of Personal Information Act, No. 4 of 2013, by voluntarily providing the RAF with personal information the user consents to the RAF’s processing of the personal information.

## **3. COLLECTION OF PERSONAL INFORMATION**

The RAF collects and processes personal information furnished by users in the following instances:

- Lodgement of claims, and claim related information and documentation;
- User requests;
- User queries;
- User complaints;
- User fraud reports;
- User ethics breach reports;
- User registration for an event;
- User participation in surveys;
- User participation in competitions;
- User responses to job and other adverts;
- User comment, feedback, or input provided in response to any notice or invitation inviting such comment, feedback, or input, in relation to, amongst others, procurement matters, draft policies, directives, rules, regulations, Bills, or any similar document.

## **4. USE OF PERSONAL INFORMATION**

The RAF will process the personal information provided, for the purpose for which it is provided. Where authorised under the Protection of Personal Information Act, No. 4 of 2013, the RAF may disclose the personal information to third parties, for instance to report a potential crime to the South African Police Service.

The RAF analyses aggregated, non-identifiable, traffic data on its website and social network services in an effort to monitor the effectiveness of the RAF’s communication, and to improve thereon. The RAF may make use of cookies on its website where they are required for a particular feature to work. The RAF may also make use of tracking cookies to track and analyse website usage.

The RAF uses social network services to interact with the public regarding the RAF’s services and products. When a user interacts with the RAF through these social network services the particular social network service may collect

the user's personal information for its own purposes. These network services have privacy policies which are independent from this Privacy Notice.

## **5. USER RIGHTS**

A user has the right to establish whether the RAF holds personal information of the user.

A user has the right to request access to personal information of the user collected by the RAF.

A user has the right to request the correction, destruction or deletion of the user's personal information collected by the RAF.

A user has the right to object to the processing of personal information of the user by the RAF.

A user has the right to lodge a complaint with the Information Regulator.

In this regard users are referred to the RAF's information manual developed, monitored, maintained and made available as prescribed in section 14 of the Promotion of Access to Information Act, No. 2 of 2000, published at the RAF's Home Page <http://www.raf.co.za/Pages/Default.aspx>.