



WESTERN CAPE PROVINCIAL VETERINARY LABORATORY THE PROTECTION OF PERSONAL INFORMATION ACT CUSTOMER PRIVACY NOTICE

This Notice explains how the Western Cape Provincial Veterinary Laboratory (WC PVL) obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act, No 4 of 2013 ("POPIA").

At the WC PVL we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

About the Western Cape Provincial Veterinary Laboratory

The WC PVL is a sub-programme of the Programme Veterinary Service and part of the Western Cape Department of Agriculture. The WC PVL is an ISO 17025 accredited and National Department of Animal Health (DALRRD: DAH) approved veterinary diagnostic laboratory.

The information we collect

We collect and process your personal information mainly to ensure that the test report you receive complies with the requirements of our ISO17025 accreditation as well as the requirement for reporting as set by DALRRD: DAH. We also collect and process your information in order to contact you for the purposes of understanding your requirements, and delivering services accordingly. For this purpose we will collect contact details including, but not limited to; your name, farm name, location details including contact and address details.

We collect information and personal details directly from you each time you or your appointed representative complete a sample submission form at the time of submitting samples for testing. The sample submission form indicates what information is required and where possible, we will inform you what information you must provide to us and what information is optional, in order for an effective service to be delivered.

How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. This includes:

- Issuing a test report;
- Issuing an invoice for service rendered;
- Disease reporting and epidemiological surveillance.
- Disease control by Veterinary Services.

In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information;
- Report a controlled and/or notifiable animal disease to the National Department of Agriculture (DALRRD: DAH);
- To conduct customer satisfaction surveys in order to obtain positive and negative feedback from clients as required by the ISO17025 standard;
- For audit and record keeping purposes;
- In connection with legal proceedings.

Disclosure of information

We may disclose your personal information to our referral and/or sub-contracting laboratories in instances where these laboratories will perform additional testing services upon either your or our request in order to provide a proper service to you.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or statutory requirements such as, but not limited to "Meat Safety Act No. 40 of 2000" and "Regulation 12, Section 31 of the Animal Diseases Act, Act 35 of 1984";
- Invoicing is not done by the WC PVL but by the Finance Section of the Western Cape Department of Agriculture and personal information needed for the issuing of an invoice is shared with this section.
- Auditors and assessment bodies

Information Security

The WC PVL is legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access and monitoring of access to personal information;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Investigating and reacting to security incidents.

Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website, test reports and sample submission forms and specify what information you require.

Correction of your information

The WC PVL uses the information provided by you on the sample submission in order to check the accuracy of your information on our system. You also have the right to ask us to update, correct or delete your personal information. We would appreciate it if you would keep your personal information accurate.

Definition of personal information

According to the Act "**personal information**" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, the WC PVL also includes the following items as personal information:

- All addresses including residential, postal and email addresses, telephone and cellphone number.
- Physical location of your property or origin of sample submitted which may include the GPS coordinates.

How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at our website, test reports and sample submission forms.