



**the dtic**

Department:  
Trade, Industry and Competition  
REPUBLIC OF SOUTH AFRICA

## NATIONAL COUNCIL OF PROVINCES

### QUESTION FOR WRITTEN REPLY

#### QUESTION NO. 564

**Mr J J Londt (Western Cape: DA) to ask the Minister of Trade, Industry and Competition:**

Whether his department has made any efforts to date to ensure that private information of individuals and entities in its possession is safeguarded from unlawful access by third parties; if not, why not; if so, what are the relevant details? CW629E

#### REPLY

**The Department of Trade, Industry and Competition** has implemented measures and controls to prevent unlawful access by third parties to its ICT systems.

I am advised there are controls in place for access to ICT systems. All systems are monitored for threats and internal and external penetration threats are performed to detect vulnerabilities. The transmission of data between **the dtic** and external parties is encrypted via https.

Physical records which may contain personal information are kept in designated storage areas which are protected against unauthorised access with access control systems. Only designated employees may enter these areas. Security classified records are managed in terms of the Minimum Information Security Standards (MISS).

A process is currently underway to implement data privacy as per the requirements of the Protection of Personal Information Act, No 4 of 2013 (POPIA). A Data Privacy

Framework, which consists out of nine personal information management processes with a comprehensive list of activities that have to be implemented to ensure compliance, serves as a roadmap for the implementation of data privacy within the Department.

Some of the deliverables that have already been created as per the Framework, are as follows:

- *Guidelines* that serves as a reference for internal personnel who are called upon to deal with personal information. It outlines the requirements of POPIA; defines roles and responsibilities; provides advice and high-level procedures on how to deal with the eight conditions of POPIA; provides privacy and consent notices; and provides a checklist that outlines the requirements of POPIA and the measures that must be taken when processing personal information.
- A *Personal Information Register* that indicates what personal information is held in the department.
- *Privacy statements* were drafted for employees and customers. The customer statement is on **the dtic** website.
- Registers were created for the tracking of any requests from Data Subjects to see, object to the collection, correct or delete personal information.
- Personal Information templates and forms as prescribed by the Act were developed.
- Operators were notified of the requirements of the Act.
- A Breach Management register, evaluation criteria and process were developed.
- Frequently asked questions were developed.
- Privacy Notices / disclaimers are applied to all newly in-house developed ICT Systems.
- Privacy clauses are added to SLAs / contracts.
- Data Privacy risks were assessed.
- Awareness was created via electronic communications.

**-END-**

