

Navigating POPIA

Taking your POPIA programme to the next level of compliance

By now many organisations would have completed their Protection of Personal Information Act (POPIA) compliance programmes and implemented a number of privacy processes and controls.

The challenge

From our discussions with many organisations, it is clear that there is still a need to further improve privacy processes and to introduce efficiencies.

Compressed timeline pressure, constrained resources and the overall complexity of implementing POPIA forced many organisations to focus on compliance first, without being able to explore efficiencies in processes.

PwC can help you

One of the easiest ways to introduce efficiencies is to implement privacy tools and technologies. These tools can simplify compliance processes by allowing information to be centralised, easily managed, tracked and organised. Knowing where to start in choosing the right tool for your organisation can, however, be a challenge.

While many organisations have already established privacy capabilities, we do appreciate that others have not been able to get as quickly out of the blocks.

Whatever your challenge is, PwC can assist your organisation to take its privacy programme to the next level of compliance.



Our Services

Gap assessment	<p>We regularly work with clients to review the level of compliance of their implemented privacy measures against POPIA requirements. We can also assist with data mapping to understand your data footprint and the applicability of POPIA and other privacy legislation for your organisation.</p> <p>The gap assessments will provide your organisation with an independent view of your privacy capabilities and gaps. Recommendations for gaps identified are prioritisation and shared in a detailed roadmap format to guide your team with the remedial activities.</p>
End-to-end POPIA implementation support	<p>For organisations that have not completed their privacy programmes, we offer a set of accelerators that will allow for the rapid implementation of privacy measures.</p> <p>Using our multidisciplinary approach we provide end-to-end support to assist organisations with all aspects of privacy compliance, including applicability assessments, data mapping, privacy procedures, notices and contractual clauses and security measures. Our approach is scalable enough to assist any organisation, irrespective of the size, from large multinational organisations to small-to-medium enterprises.</p>
Technology enablement	<p>Successful privacy programmes combine people, process and technology. Privacy management tools and technology can accelerate your privacy programme, but also help find efficiencies if you already have privacy capabilities in place.</p> <p>Tools can, for example, significantly increase the level of accuracy of your data discovery activities and the impact on your staff. They can also allow for a centralised and secure management of privacy processes such as breach reporting, consent management, data subject requests and compliance monitoring.</p> <p>It is important that the right privacy management tools and technologies are selected for your organisation's unique needs and properly implemented to realise their full potential. Our team will assist you in determining the right tools for you, and that they are implemented correctly the first time.</p>
Security	<p>In meeting the requirements to implement appropriate security safeguards, our Cyber team can assist in adopting and implementing an appropriate security framework and advise you the most appropriate data protection measures to implement. We can also perform testing of the effectiveness of your Cyber controls over your most important information assets. In meeting the requirements to implement appropriate security safeguards, our Cyber team can assist in adopting and implementing an appropriate security framework and advise you the most appropriate data protection measures to implement. We can also perform testing of the effectiveness of your Cyber controls over your most important information assets.</p>
Personal data breach management	<p>We provide a full range of breach support offerings, covering breach preparation (including simulation testing), management and remediation.</p> <p>Our team regularly develops policies and strategies for data breach management. We also advise on breach reporting and provide guidance and support during investigations by the Information Regulator, and assist with determining and undertaking remediation activities.</p>
Third party management	<p>We support clients to develop robust approaches to POPIA-compliant contracting with vendors and partners. This includes drafting standard POPIA contractual clauses, designing playbooks for negotiating POPIA terms and implementing processes to manage vendor and partner risks arising from their access to personal data. We can also offer contract remediation and bulk review services.</p>
Privacy operating models and compliance management	<p>We work with clients to review and design the positioning of their POPIA function and interaction with other areas of their business, the roles, teams, committees and forums required to deliver successful POPIA outcomes, how POPIA compliance responsibilities will be distributed within the business, how POPIA compliance will be monitored and reported on and what documents you should develop to demonstrate accountability.</p>
Personal Information Impact Assessments (PIIAs)	<p>We can assist clients with conducting Personal Information Impact Assessments of new technology or changes to business processes to determine relevant POPIA compliance requirements. We can support and develop approaches to help highlight any potential issues from the design stage of these changes. We can conduct and develop PIIAs to assess proposed personal information processing activities.</p>
Cross-border transfers	<p>We advise clients on transferring personal information across territories. We can advise on the best option for your organisation, including the use of Standard Contractual Clauses and Binding Corporate Rules.</p>
Data subject rights handling	<p>We work with clients to help them develop their Data Subject Rights (DSR) handling processes and assess how to respond to specific requests and complaints.</p>
Developing policies, standards and procedure	<p>We have extensive experience reviewing, assessing and developing documented policies, standards and procedures for privacy. We can help assess whether you have any missing POPIA documents and whether your existing POPIA documents address compliance requirements of POPIA.</p>
Assurance services	<p>Our Privacy team can guide your Internal Audit team, or if you wish to co-source the assurance services to us, to perform a review of the design and operating effectiveness of your privacy measures. This will provide comfort to your Board and Audit, Risk & Compliance committee on whether your organisation is meeting its compliance requirements in terms of POPIA.</p> <p>Our team will help you define the types of reviews that are appropriate for your organisation's needs, including privacy project assurance, control-self-assessments or third party operator reviews.</p> <p>POPIA compliance is an ongoing process and it can be a time-consuming undertaking. Even though the effective date has passed, the work is far from over.</p> <p>PwC can walk the journey to sustainable POPIA compliance with your organisation.</p>

Why PwC

PwC's Privacy practice provides market-leading privacy advisory services.

We have extensive experience in advising on POPIA requirements, having worked across industry sectors and with clients that range from international businesses and globally recognised brands to smaller-sized and domestically-focused enterprises.

Our experience provides us with significant insights into how to address privacy risks in the 'live' POPIA environment.

We offer a multidisciplinary approach to privacy and have some of South Africa's leading privacy professionals within our team. Our team members include certified privacy professionals, lawyers, cybersecurity, risk assurance, operational specialists, forensics,

consulting and internal audit teams, including audit data protection experts to provide integrated data protection solutions to you.

We also have access to privacy specialists in over 60 countries throughout Africa, Europe, North America, South America, the Middle East, Asia and Australasia.

Contact us

If you would like to discuss how to take privacy compliance to the next level in your organisation:

Western Cape

Charles Fischer
charles.fischer@pwc.com

Aneesa Firfiray
aneesa.firfiray@pwc.com

Tammy Bortz
tammy.bortz@pwc.com

Gauteng

Ahmed Chohan
ahmed.chohan@pwc.com

Wandile Mcanyana
wandile.mcanyana@pwc.com

Craig du Plooy
craig.p.plooy@pwc.com

Kerin Wood
kerin.wood@pwc.com

Trenal Sewsanker
trenal.sewsanker@pwc.com

KwaZulu-Natal

Binesh Rajkaran
binesh.rajkaran@pwc.com

Naresh Gokul
naresh.gokul@pwc.com

Eastern Cape

Ivo Meyer
ivo.meyer@pwc.com

© 2021 PwC Inc. [Registration number 1998/012055/21] ("PwC"). All rights reserved. PwC refers to the South African member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.co.za for further details. (21-27236)