

POPIA AWARENESS TRAINING LEVEL 4

1. OVERVIEW

This is the fourth instalment of our POPIA Awareness Training for Employees series. We cover the basic rules for using operators to process personal information on your behalf.



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2. WHO ARE YOUR OPERATORS?

All organisations use service providers for certain tasks. For instance, you may outsource your accounting to an accountant or, use software or a system to store your data.

When you give a service provider access to your clients' or employees' personal information so they can perform certain tasks on your behalf, they are deemed 'operators' for purposes of POPIA compliance. You will remain responsible for personal information and POPIA compliance even when you use an operator.

3. YOU NEED CONTRACTS



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POPIA says that you must conclude written agreements with your operators with certain obligations. In terms of these agreements, the operator must:

- establish and maintain adequate security measures
- ensure their compliance with POPIA
- immediately notify you if POPIA's requirements are breached – such as a security breach
- ensure the confidentiality of the personal information; and
- not process personal information without your knowledge and authorisation.

Read more about getting operator contracts in place [here](#).

Remember: You must also tell your data subjects what types of operators you use to process their personal information in your privacy notice. We will discuss privacy notices in Level 5.

4. WHAT NEXT?



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Read more about managing operators in [Chapter 4](#) and POPIA training in [Chapter 20](#).

Level 5 POPIA awareness training will focus on the notifications you need to make to data subjects and how to draft your privacy notice.