

POPIA AWARENESS TRAINING LEVEL 5

1. OVERVIEW

Welcome to the fifth instalment of our POPIA Awareness Training for employees. In this edition, we focus on privacy notices – what they are, why they matter, and what they must include. These notices are central to POPIA’s transparency requirements.



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2. WHAT IS A PRIVACY NOTICE?

A privacy notice is a document that tells people (data subjects) what personal information you collect, why you collect it, how you use it, and who you share it with. It’s the key way we inform people of their rights and our responsibilities.

Think of it as a “no surprises” document. If you’re collecting someone’s information, they have the right to know exactly what you plan to do with it.

3. WHY DO WE NEED PRIVACY NOTICES?



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POPIA requires that we notify data subjects when we collect their information. Providing a clear and accessible privacy notice is how we meet that obligation.

Here’s why it matters:

- It’s the law – Section 18 of POPIA requires it.
- It builds trust – Transparency shows people we respect their privacy.
- It protects your business – If a data subject complains to the Information Regulator, your privacy notice is the first thing the Regulator wants to see.

4. WHAT MUST BE IN YOUR PRIVACY NOTICE?



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Your privacy notice must explain:

- Who you are (name and contact details).
- What personal information you are collecting.
- If you're not collecting personal information directly from the data subject, where you collected it from.
- Why you need the personal information and what you will do with it.
- Whether it's mandatory or voluntary to provide the information.
- Whether a particular law requires you to collect the information.
- Who you will share it with (operators, service providers, partners).
- Whether you send the information overseas (cross-border transfers).
- What rights people have (access, correction, objection, etc.).
- Contact details of your Information Officer.

For the full list of required elements, see [Chapter 11.3](#).

5. HOW DO YOU WRITE A GOOD PRIVACY NOTICE?

Follow these easy steps to create the ultimate privacy notice:

- Use [plain language](#) and avoid legal jargon.
- Make it easy to read – use descriptive headings, icons and short paragraphs.
- Adapt it to your audience – a privacy notice for customers should be different from one for employees.
- Make it accessible – place it where people will see it (web pages, forms, onboarding packs).

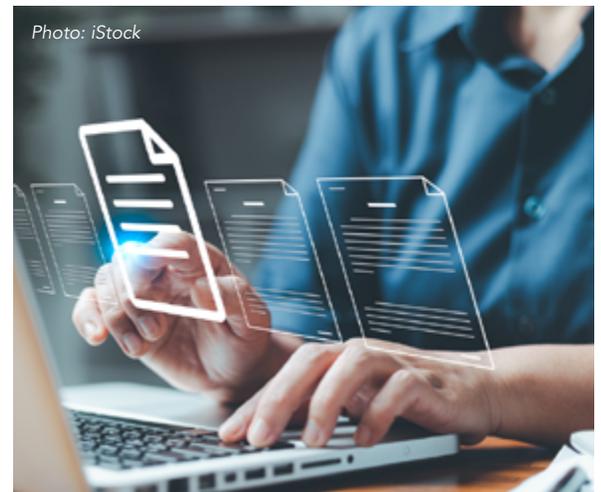


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6. WHERE SHOULD YOU PUBLISH YOUR PRIVACY NOTICE?



If you are using forms to collect personal information, whether physical or digital, you should have the relevant information on the form itself. Most websites have links to their privacy notices in the footer, so this is the first place someone will look for it. Clearly name the link 'Privacy Notice', so readers can find it quickly and have it accessible with a single click.

Publish your employee privacy notice in your employee handbook and include it in your onboarding pack.

7. WHAT'S NEXT



Read more about POPIA's transparency requirements in [Chapter 11](#). If you're looking for inspiration, check out our [top 5 favourite privacy notices](#).

In Level 6, we'll talk about information security incidents: What they are, what to do when one happens, and how to report them correctly.

Until then, remember: **privacy begins with transparency.**