

POPIA Webinar Series – Nr 11

Presenter: **Lettie Janse van Vuuren CA(SA)**



3 JUNE 2021

The Protection of Personal Information Act (POPIA)
How to solve POPIA challenges facing Financial practices

Presenter

Lettie Janse van Vuuren CA(SA), RA, CBA(SA)

- Lettie joined SA Accounting Academy in November 2017 as Head of Technical. She is a Chartered Accountant, Registered Auditor and Certified Business Accountant.
- She is a **professional trainer and webinar host**, and with her relaxed and humorous presentation style, she is able to hold the attention of an audience. She has a unique ability to communicate with delegates at their respective levels of knowledge and experience. Over the last 20 years, she has trained thousands of partners, managers, trainee accountants and other professionals.
- She is responsible for our MCLU (Monthly Compliance and Legislation Updates).
- She was the Professional Development Manager at SAICA for 4 years and in charge of accrediting new training offices and monitoring existing ones (including the moderation of training offices and trainee assessments).
- Lettie is passionate about improving the efficiency and standardisation at practices. She has extensive experience on a variety of technical and practical topics which she consults on, including: SAICA re-accreditation assistance and preparation, IRBA inspection assistance and preparation, audit file reviews (post-issuance monitoring and EQCR), Quality control implementation, other office-specific manuals, and FASSET skills development facilitation.



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Disclaimer

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→ ***NB = Please include the topic that your question is about for easy identification purposes***

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WHAT'S ON THE AGENDA?



Contents

Recap:	Where did we end with the previous webinar?
Module 1:	Consent
Module 2:	Data Classification
Module 3:	Best Practice recommendations
Module 4:	Some Solutions



Where did we end last time?

Focus was on the Latest Guidance about Information Officers:

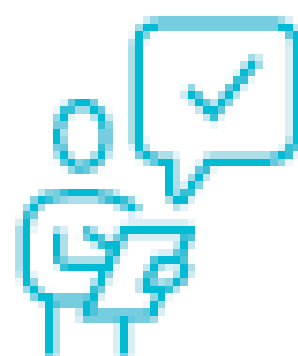
- Quick recap – what does POPIA say about IOs?
- Guidance Note issued by the Information Regulator on IOs & DIOs
 - ✓ *It clarified that the appointed IO must be an employee of the organisation*
 - the obligations and liability of IO and DIO;
 - who can be registered as an IO;
 - updating the details of IOs;
 - designation of a DIO; and
 - delegation of authority by an IO to a DIO





Duties and responsibilities

Ongoing
POPIA Compliance.



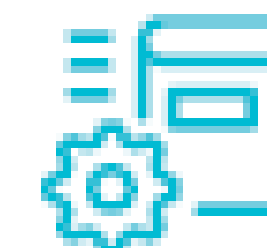
Developing a
compliance
framework.



Conducting impact
assessments.



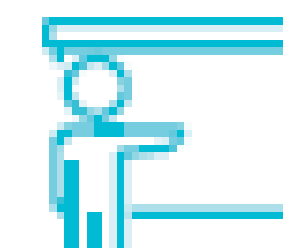
Update PAIA Manual.



Respond to
POPIA requests.



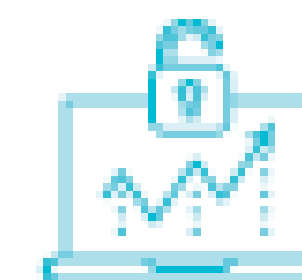
Ongoing staff training
and awareness.



Cooperating with the
Information Regulator.



Reporting
Data Breaches.



Registration with InfoReg

A responsible party should register their officer **online** (encouraged) or by completing and emailing the form to the regulator

- <mailto:registration.IR@justice.gov.za>
- Online Registration <https://www.justice.gov.za/infoereg/portal.html>
- Online registration portal was supposed to be ready and active from 1 May 2021, but only **went live on 17 May 2021**

IR has a notice on their website: REGISTRATION OF INFORMATION OFFICERS PORTAL

“Please note we are experiencing a high volume of registrations on the portal which is causing some delays and technical issues. Our technicians are working on it. We apologise for the inconvenience caused.”

- **MUST BE REGISTERED BY 30 JUNE 2021!!!**

Today we focus on the implications of POPIA on the **Financial Services Sector**



BAD



BETTER



GOOD



INFORMATION IS NOT ENOUGH

GUEST PRESENTATION

Enjoy today's detailed presentation by



**Karabo Letlhaku
&
Stephane Geldenhuys**

Guest Presenter

Karabo Letlhaku

Karabo's interest in data protection was ignited in 2013 when the POPI Act was first introduced.

As the lead in the Policies and Procedures management project at Eskom Pension and Provident Fund at the time, Karabo was in charge of ensuring that all policies and procedures of the Fund were updated and compliant with the various regulatory requirements affecting financial services and Pension funds.

She joins Montana Data Company as an Account Executive specialising in assisting clients to find simplified yet effective ways of managing data and complying with data related regulation.

She is currently a candidate in the Masters in ICT Policy & Regulation programme with Wits and holds a Communication Science and a Media Ethics degree from UNISA.



Guest Presenter

Stephane Geldenhuys

Stephane' motto in life is simple, "BE the CHANGE you want to see in the world - it starts with YOU as the individual."

She is a highly accomplished and committed Management Professional that has a vast knowledge in designing and deploying sales and marketing strategies and programmes. She has a passion for customer centricity and believes that at the heart of any successful business is a satisfied customer.

Steph has 21+ years ICT and Telecommunications experience with a strong technical and solution selling understanding from Network/ Last Mile Connectivity, Voice, Mobile, Data Centre Solutions, Call Recording and Data Management. She joined the Montana Data Centre team as Sales Executive and with her knowledge and experience from the ICT environment has the main responsibility of customer engagement in the Data Management side of business.



MODULE 1

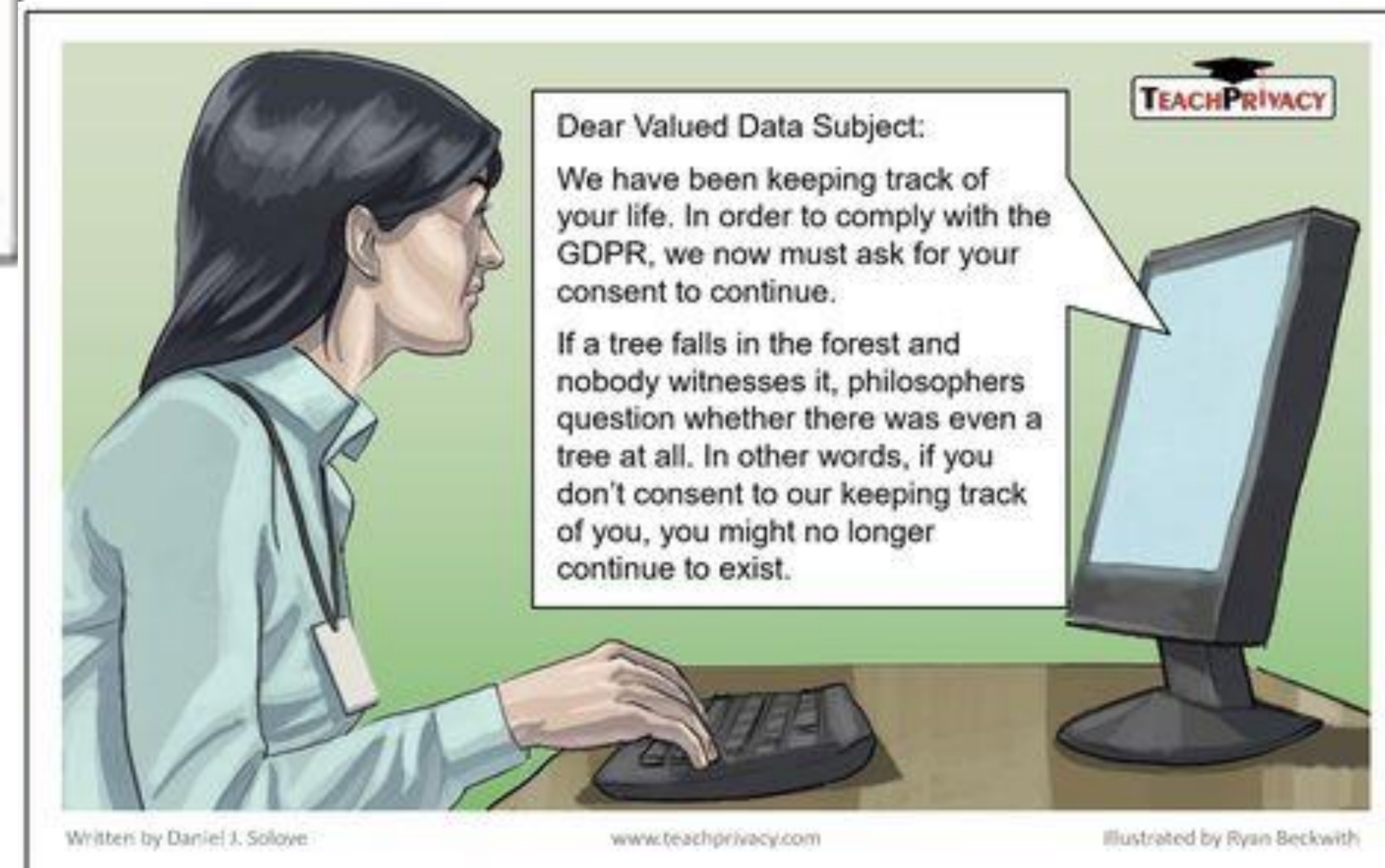
THE BLURRY LINE OF CONSENT?





Where do we start?

What if they say no?



Questions around Consent

1. What has changed?
 - *(We always acquired consent one way or another before POPIA came into play)*
2. What happens if a customer declines consent?
3. Can a service be withheld if consent is not given?
4. Do we need consent from repeat customers?
5. Can consent be back dated to cover information we already have?

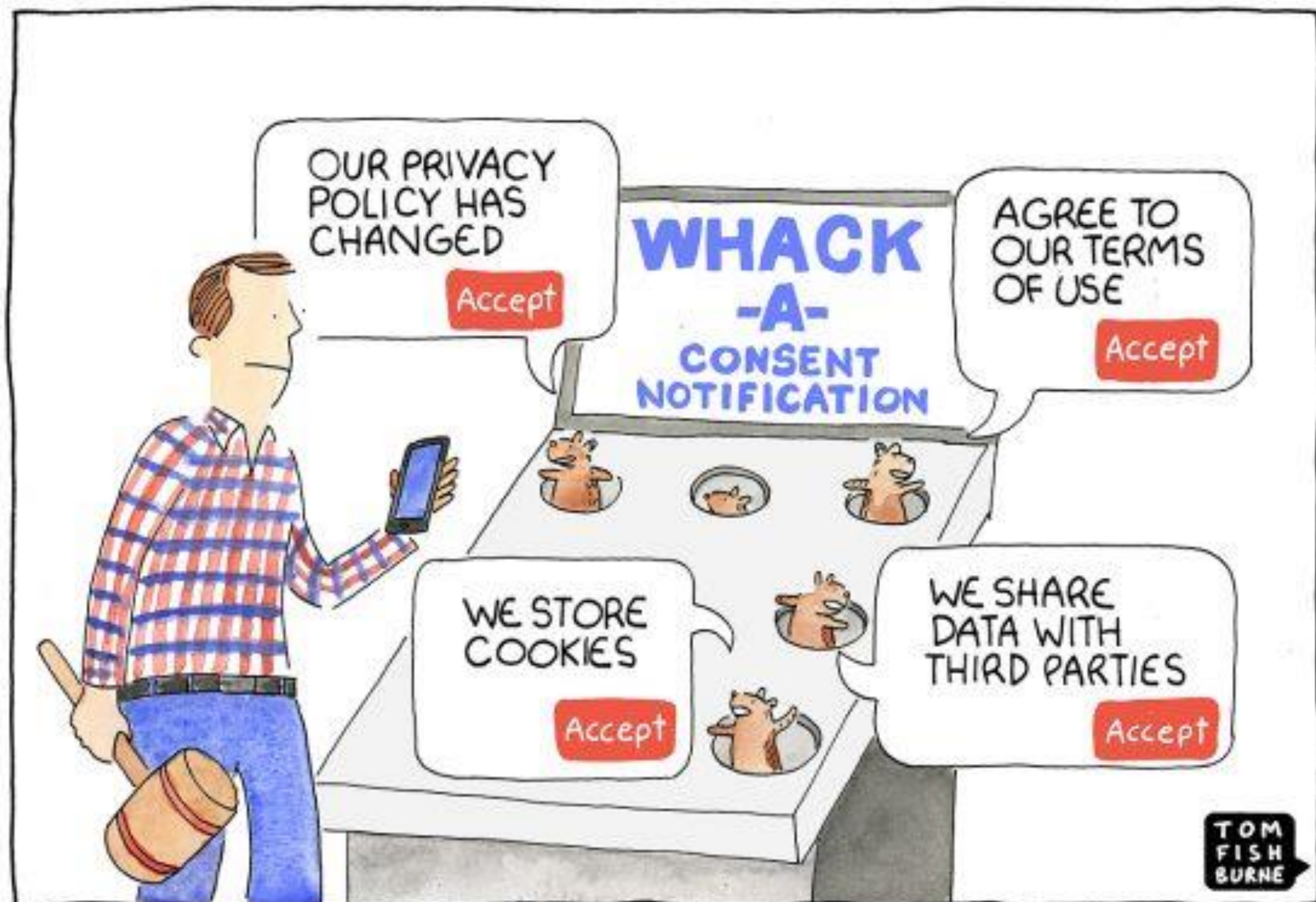




"Before I write my name on the board, I'll need to know how you're planning to use that data."

- ☒ Yes
- ☐ No
- ☐ Maybe

HOW FREE AM I TO CONSENT?



What POPIA says about consent

- Consent has to be for a specific purpose, one that is explicitly expressed/ explained to the data subject – **NO UMBRELLA CONSENT!**
- Consent is NOT transferrable
- Consent must indicate retention period for collected information – they should know how long you will keep their information for
- Consent should be retractable and customers should know how they can retract their consent
- Consent should be provable (evidence based)



MODULE 2

DATA CLASSIFICATION



Data Classification

Data classification is broadly defined as the process of organizing data by relevant categories so that it may be used and protected more efficiently. On a basic level, the **classification process** makes data easier to locate and retrieve. **Data classification** is of particular importance when it comes to risk management, compliance, and **data security**. Data classification involves tagging data to make it easily searchable and trackable. It also eliminates multiple duplications of data, which can reduce storage and backup costs while speeding up the search process.

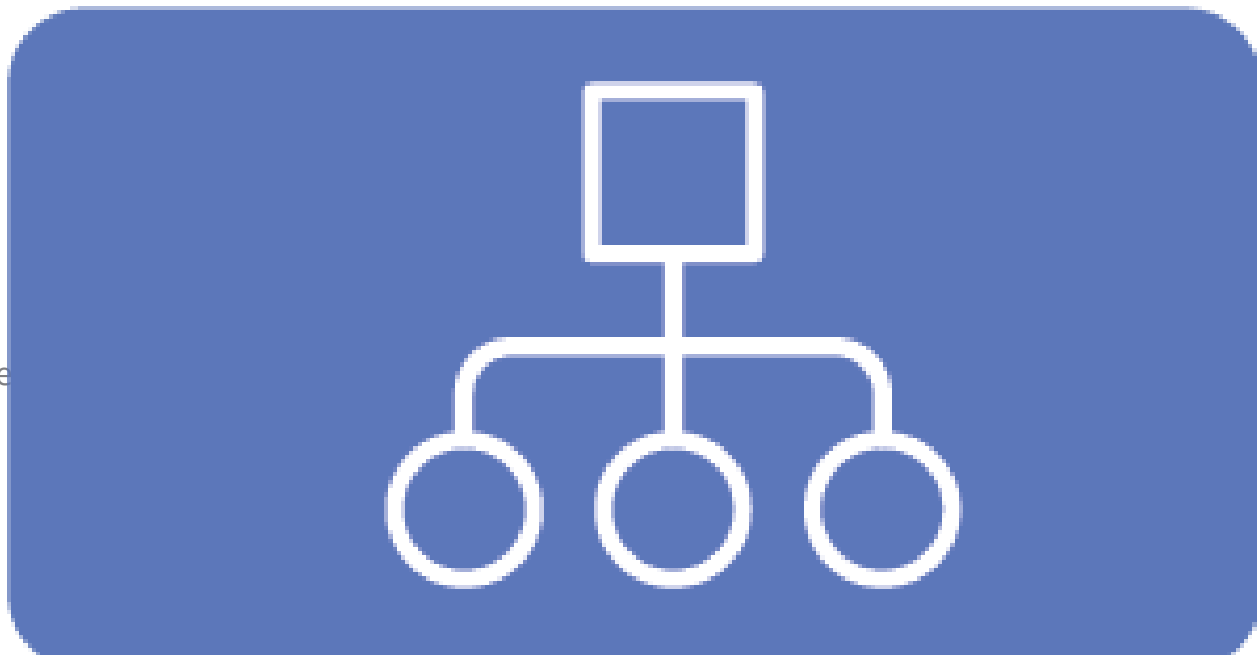
AN EXAMPLE OF HOW YOU CAN CLASSIFY YOUR DATA / INFORMATION



PUBLIC

Data that may be freely disclosed to the public

Marketing Materials
Contact Information
Price Lists
etc



INTERNAL ONLY

Internal data not meant for public disclosure

Battlecards
Sales Playbooks
Organizational Charts
etc



CONFIDENTIAL

Sensitive data that if compromised could negatively affect operations

Contracts with Vendors
Employee Reviews
etc



RESTRICTED

Highly sensitive corporate data that if compromised could put the organization financial or legal risk

IP
Credit Card Information
Social Security Numbers
PHI

Remember these Conditions of POPIA?

- 5. Information quality
- 6. Openness
- 7. Security safeguards
- 8. Data subject participation

In order to comply effectively to these conditions, one would need to know what information they have, which of it is considered sensitive / special as defined by the ACT, where it is kept, who has access to it, how long it is retained for and how it is safe guarded.

Data Classification is the best method of answering all the above.

The POPI Act's
Eight Conditions for
Lawful Processing



Condition 5: Information Quality

- A responsible party must take reasonably practicable steps to ensure that the personal information is complete, accurate, not misleading and updated where necessary.
- In taking the steps referred to in subsection above, the responsible party must have regard to the purpose for which personal information is collected or further processed.

“reasonably practicable” may be defined as having sound judgement or being sensible and being able to complete task successfully

Condition 6: Openness

This condition speaks of how we as the Information Officer (Responsible party);

1. manage and document our processing procedures and / policies;
2. Engage with the data subject with regards to how we collect, use and retain their data.

Documentation

A responsible party must maintain the **documentation** of all processing operations under its responsibility as referred to in **section 14 or 51** of the Promotion of Access to Information Act.

Notification of data subject

A responsible party should inform the data subject of what information was collected, where it was collected from if not from the data subject and what it will be used for. The burden of proof of consent remains that of the responsible party.

See further reading attached as a Source Document on Section 11(consent)

Refer to Sections 14 and 18 received at previous webinars in this series – if you need it, please send an e-mail to request is

Condition 7: Security safeguards

1. Security measures to be put in place to ensure **integrity & confidentiality of information**
 - Put in place both technical & organisational safeguards and processes to prevent loss / damage / unlawful access and processing
 - Identify and mitigate foreseeable internal & external security risks
2. Security measures for information processed by “Operators” / 3rd parties
 - All information processed MUST only be done with knowledge and approval from responsible party.
 - A contract MUST be in place that attends to data security measures and consequences of breach
3. Notification of any security compromises

Refer to Sections 19 and 22 received at previous webinars in this series – if you need it, please send an e-mail to request is

Condition 8: Data subject participation

- Data subject may contact the responsible party to access details of their information being processed by responsible party including the 3rd parties that have access to it.
- Responsible party may decline to provide this information should it fall under the conditions of exemptions - see Chapter 4 of the Act

Refer to Section 38 received at previous webinars in this series – if you need it, please send an e-mail to request it

MODULE 3

FINANCIAL PRACTICES: BEST PRACTICE RECOMMENDATIONS



What are the issues?

- If you don't have the capacity within your organization, **OUTSOURCE**
 - e.g. Data security, storage and recovery
 - *especially your Cloud storage – which Steph will talk about*
- What about **other regulations** that affect your industry?
 - e.g. retention periods
 - Think about Companies Act, SARS, ECT Act, etc.
- What about **new legislation**?
 - e.g. Cybercrimes Act
 - *There may be additional responsibilities on your organization as a result of new acts and regulations...*

Some pointers...

- **Secure** both digital and physical information
- Introduce **regular** training & awareness about the risks
- Introduce policy & **easy to follow** procedure
- Get **consent** processes in place
- Introduce random “privacy health checks”
- Create a **culture** of privacy – “Privacy by design”
- Get Insurance cover

NB: *Your solutions should be simple & fit into your existing processes*

Some safeguard recommendations

- ✓ Establish strong passwords
- ✓ Strong Firewall
- ✓ Antivirus protection
- ✓ Secure Systems (like encryption)
- ✓ Disaster Recovery
- ✓ Secure Mobile Phones too
- ✓ Backup regularly
- ✓ Monitor & Evaluate (reporting)
- ✓ Surf Safely
- ✓ Do not leave your hardware unattended / unlocked

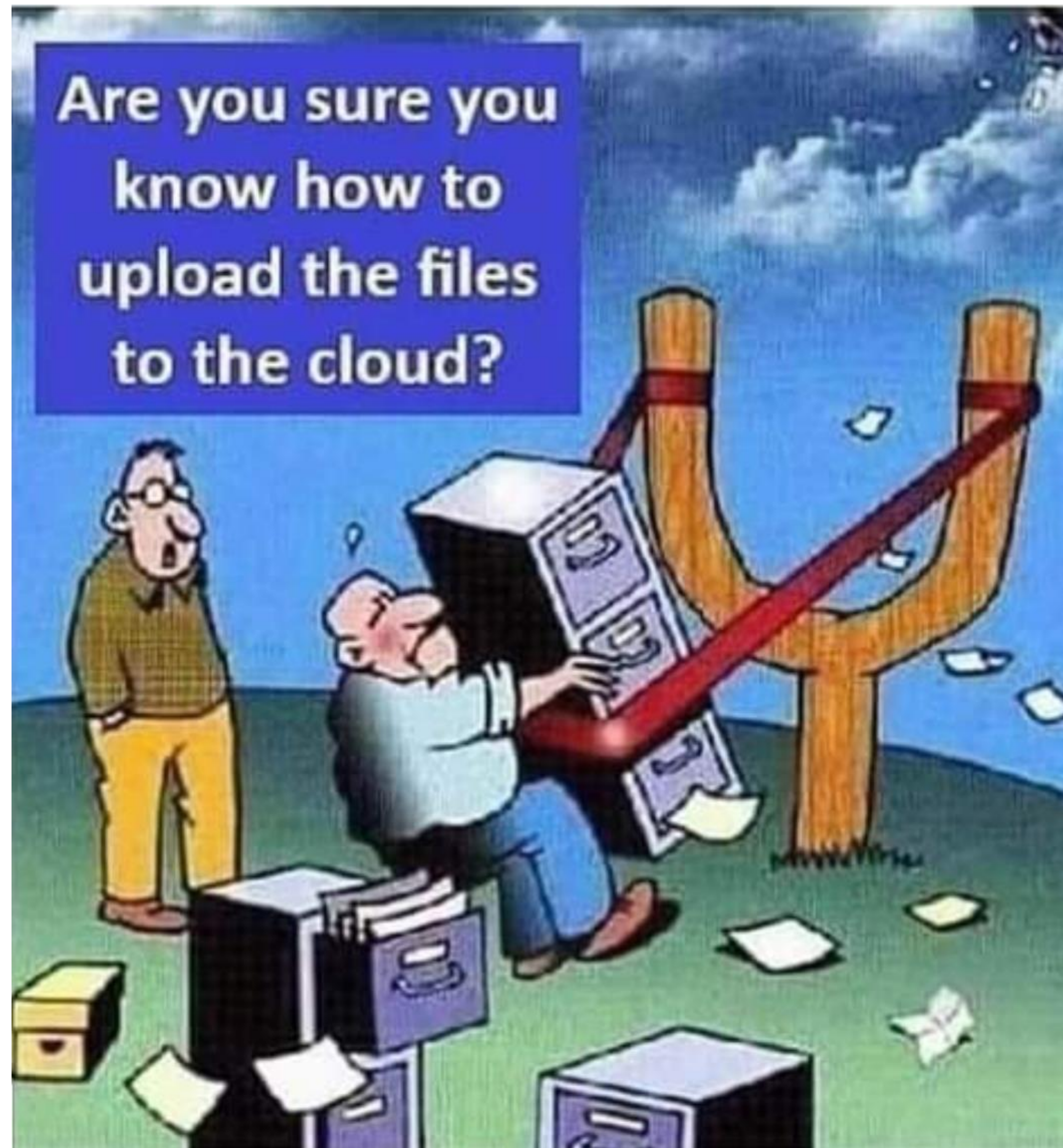


MODULE 4

SOME SOLUTIONS



**Are you sure you
know how to
upload the files
to the cloud?**



Interesting to know ...

How data is transferred over the Internet?

The **Internet** works by chopping **data** into chunks called packets. Each packet then moves **through** the network in a series of hops. Each packet hops to a local **Internet** service provider (ISP), a company that offers access to the network – usually for a fee

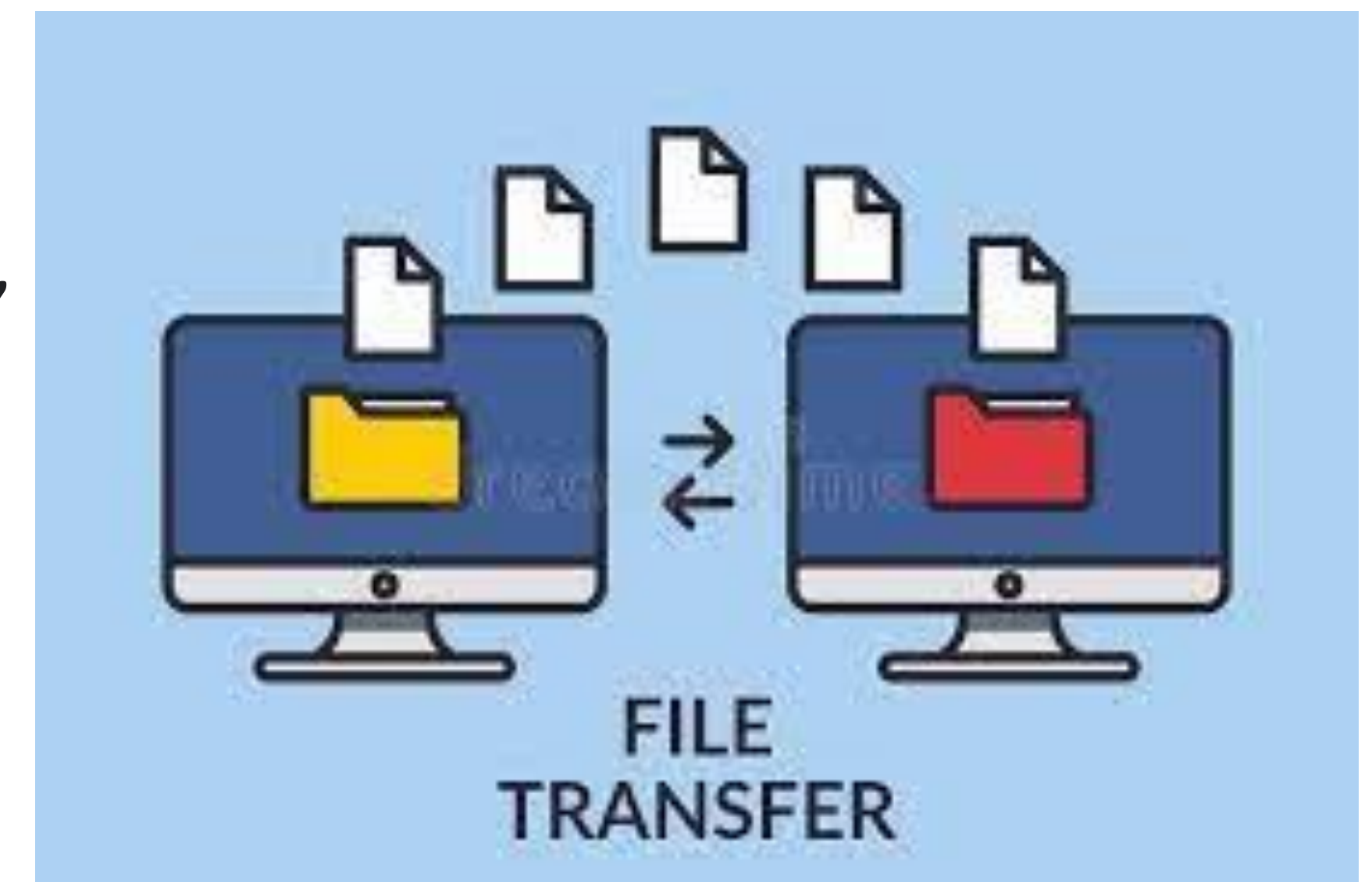
How is the world Internet connected?

Whenever anyone connects to the **internet**, usually via an **internet** service provider, they become part of the overall network. Separate networks across the globe communicate with each other using a common language, known as TCP/IP, to route data from point to point

Ransomware attacks increased by 105% in the first quarter of 2019, according to Beazley's tally of insurance claims and data analytics. Other alarming reports show that **new variants of Ransomware keep appearing almost every month**. In addition, two years after the WannaCry Ransomware attacks, **1.7 million computers still remain at risk in 2019** according to TechCrunch. Fortunately, there are cybersecurity solutions that can protect your data during file transfer and file storage.



Top Security Tips to keep yourself safe while online



What does Google reveal about Data Security?

How do you protect data?

Securing Your Devices and Networks

- Encrypt your data. ...
- Backup your data. ...
- The cloud provides a viable backup option. ...
- Anti-malware **protection** is a must. ...
- Make your old computers' hard drives unreadable. ...
- Install operating system updates. ...
- Automate your software updates. ...
- Secure your wireless network at your home or business.



What does Google reveal about Data Security? *(continued)*

What are the types of data security?

Types of Data Security Measures

- . Data Backup. ...
- . Firewalls. ...
- . Data Encryption. ...
- . Use Strong Passwords. ...
- . Use Antivirus Software. ...
- . Secure Your Computer. ...
- . Up to Date Operating System and Security patch. ...
- . Digital Signature.



"So who is this *First* pet?"

What does Google reveal about Data Security? *(continued)*

What are the 2 types of data encryption?

There are **two types** of **encryption** in widespread use today: **symmetric** and **asymmetric encryption**.

Which cryptography method is more secure?

Advanced Encryption Standard (AES) - The Advanced **Encryption** Standard, AES, is a symmetric **encryption algorithm** and one of the **most secure**. The United States Government use it to protect classified information, and many software and hardware products use it as well.

What is the most secure type of data?

One of the most secure encryption types, Advanced Encryption Standard (**AES**) is used by governments and security organizations as well as everyday businesses for classified communications. **AES** uses “symmetric” key encryption. Someone on the receiving end of the data will need a key to decode it

Why AES algorithm is used?

AES is the Advanced **Encryption** Standard, a standard for cryptography that is **used** to encrypt data to keep it private. ... **AES** is a symmetric, block **cipher** which means that blocks of text of a certain size (128 bits) are encrypted, as opposed to a stream **cipher** where each character is encrypted one at a time.

What does Google reveal about Data Security? *(continued)*

What is the difference between 128 and 256-bit encryption?

The level of encryption reflects the number of possible key combinations. ... A 128-bit level of encryption has 2¹²⁸ possible key combinations (340,282,366,920,938,463,463,374,607,431,768,211,456 – 39 digits long) and 256-bit AES encryption has 2²⁵⁶ possible key combinations (a number 78 digits long).

Has AES been cracked?

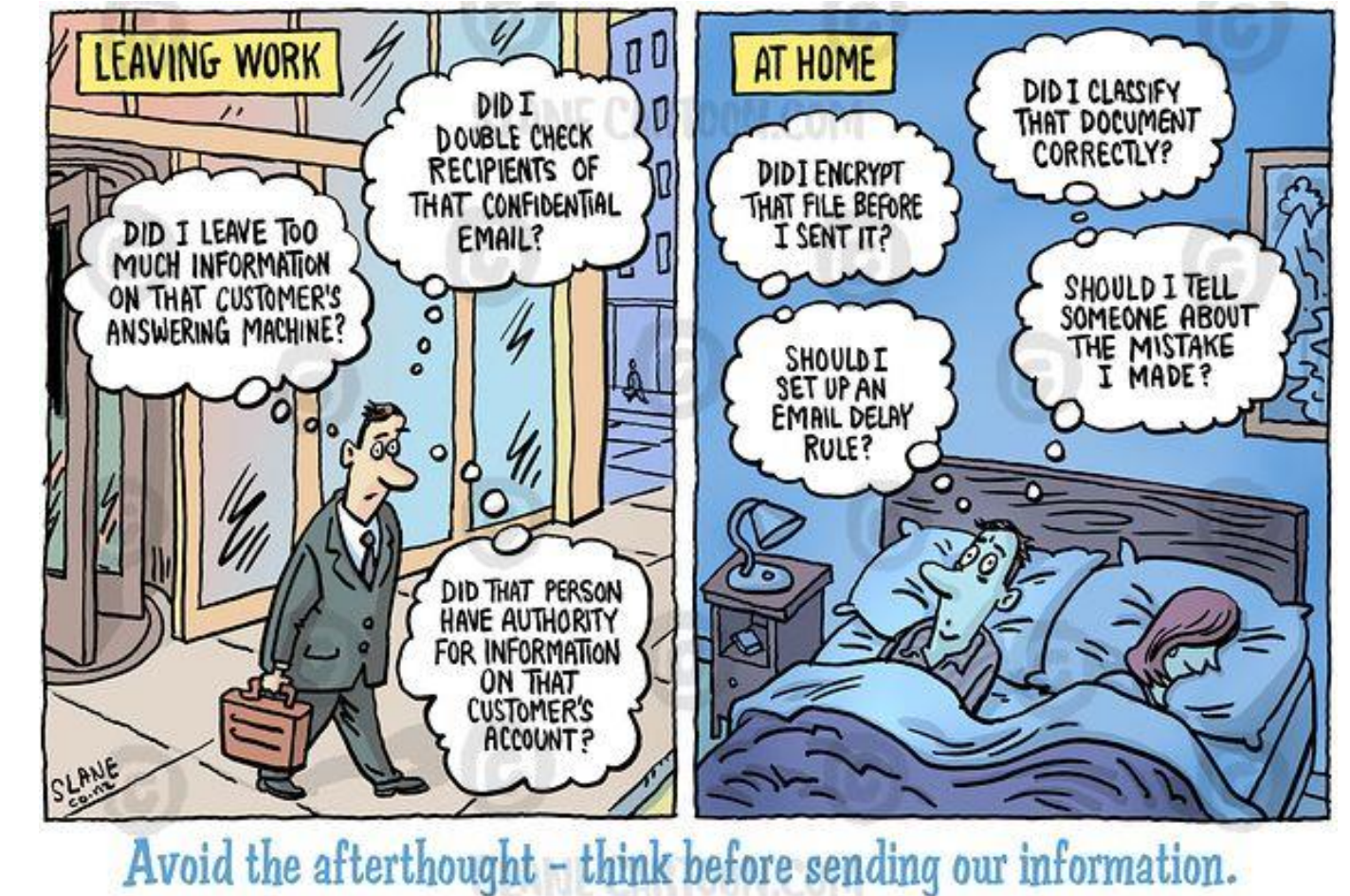
The bottom line is that if **AES** could be compromised, the world would come to a standstill. The difference between **cracking** the **AES-128** algorithm and **AES-256** algorithm is considered minimal. ... In the end, **AES** has never been cracked yet and is safe against any brute force attacks contrary to belief and arguments

Is AES 128 faster than 256?

There is a technical sense in which AES 256 is enormously stronger than AES 128, but in every sense that actually matters for security there is no difference.

How long does it take to break AES 128?

- Even with a supercomputer, it would take 1 billion billion years to crack the 128-bit AES key using brute force attack. This is more than the age of the universe (13.75 billion years).



Some Considerations to ensure Data Security

1. Store your information in a local and secure environment
2. Back up in an environment you can quickly & efficiently restore
3. Be able to provide evidence of the stored data (reporting)
4. Be able to delete / de-identify your data
5. Be able to transfer information among staff / departments securely
6. Be able to run a compliance audit
7. Provide POPIA training for staff

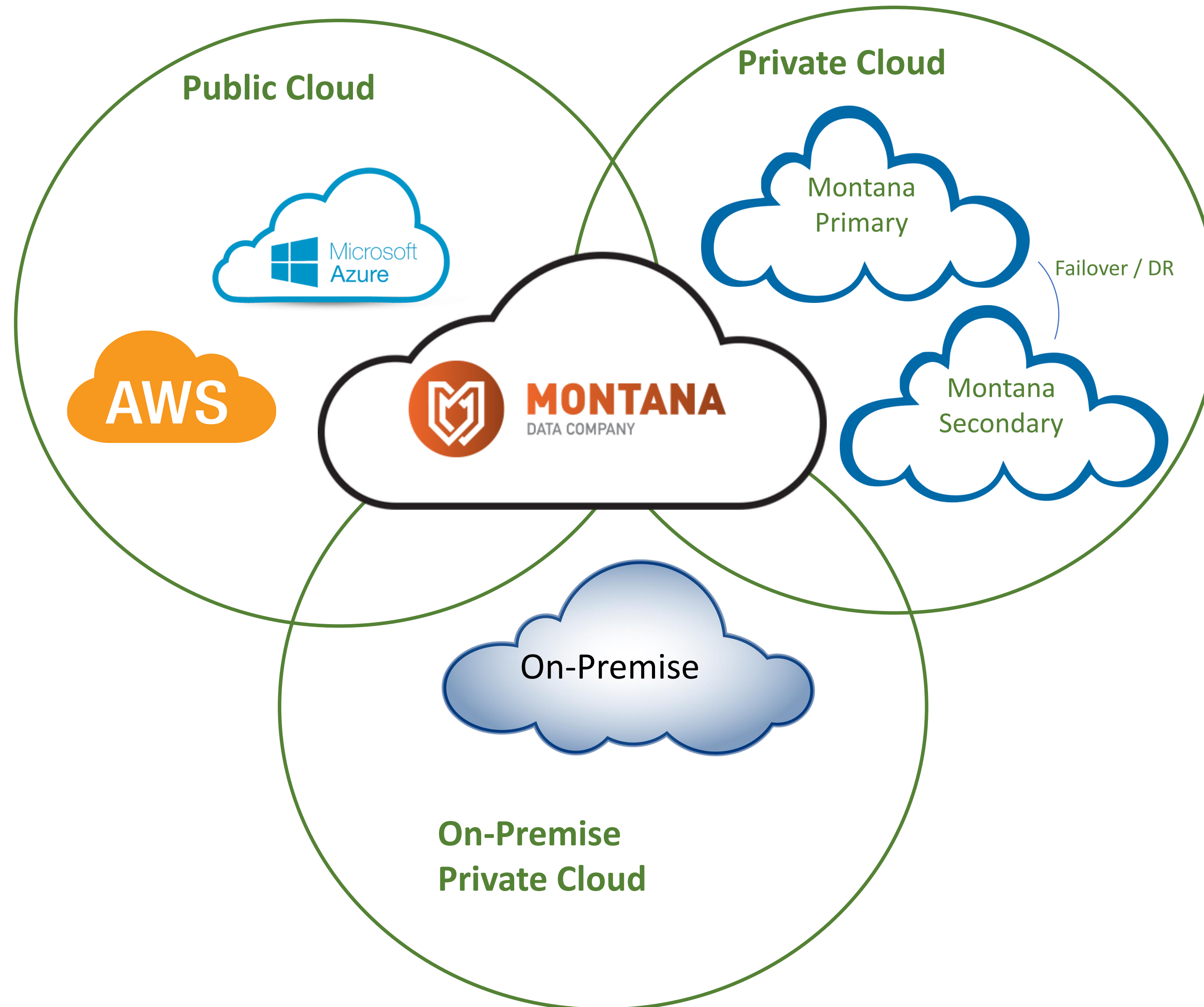


Most important aspects to look for in backup and recovery software?

When evaluating backup and recovery software, what is the most important aspects to look for?

- The abilities to have flexibilities to fulfill requirements
 - Recovery Time Objectives (RTO, how to fulfill different requirements that the business has to restore data that meet the requirements of "how long time can the business live without the data")
 - Recovery Point Objectives (RPO, how to fulfill different requirements that the business has about how much data to lose in case of different incidents)
 - Backup Time Objectives (BTO, how efficient the solutions are to protect the data)
 - Resource utilization (How cost-efficient the solutions are with the resources utilization), data reduction inline/post, progressive incremental forever with/without rebuilding base data
 - Maintenance tasks on the solutions (data retention managements), protecting the solution, upgrading off/online, ..
 - Support from vendor
 - Price of the solution
 - Limitation of licenses, gentlemen's agreement, or hard limits
 - The ability to use different retention policies, exclude content, use different storages, extra copies etc...
 - Security of the solution
- Why backing up data again if the data has not been changed?
- Restoring only what is needed - Why restore all data if you can restore only the data needed
- Improve the RPO by integrating the backup process with critical applications

High Level Montana Landscape



Montana Cloud Services

Backup as a Service

Montana's BaaS is an easy-to-use, highly secure POPIA compliant backup solution hosted in a local secure Tier IV Data Centre. The solution can also be incorporated in a Public Cloud (AWS, Azure)

High Speed File Transfer

Using our unique high speed file transfer protocol, Montana replicates data up to 900 times faster than any other solution.

Montana have the proven capability to replicate 3TB of data per day over a 100 Mbps internet access

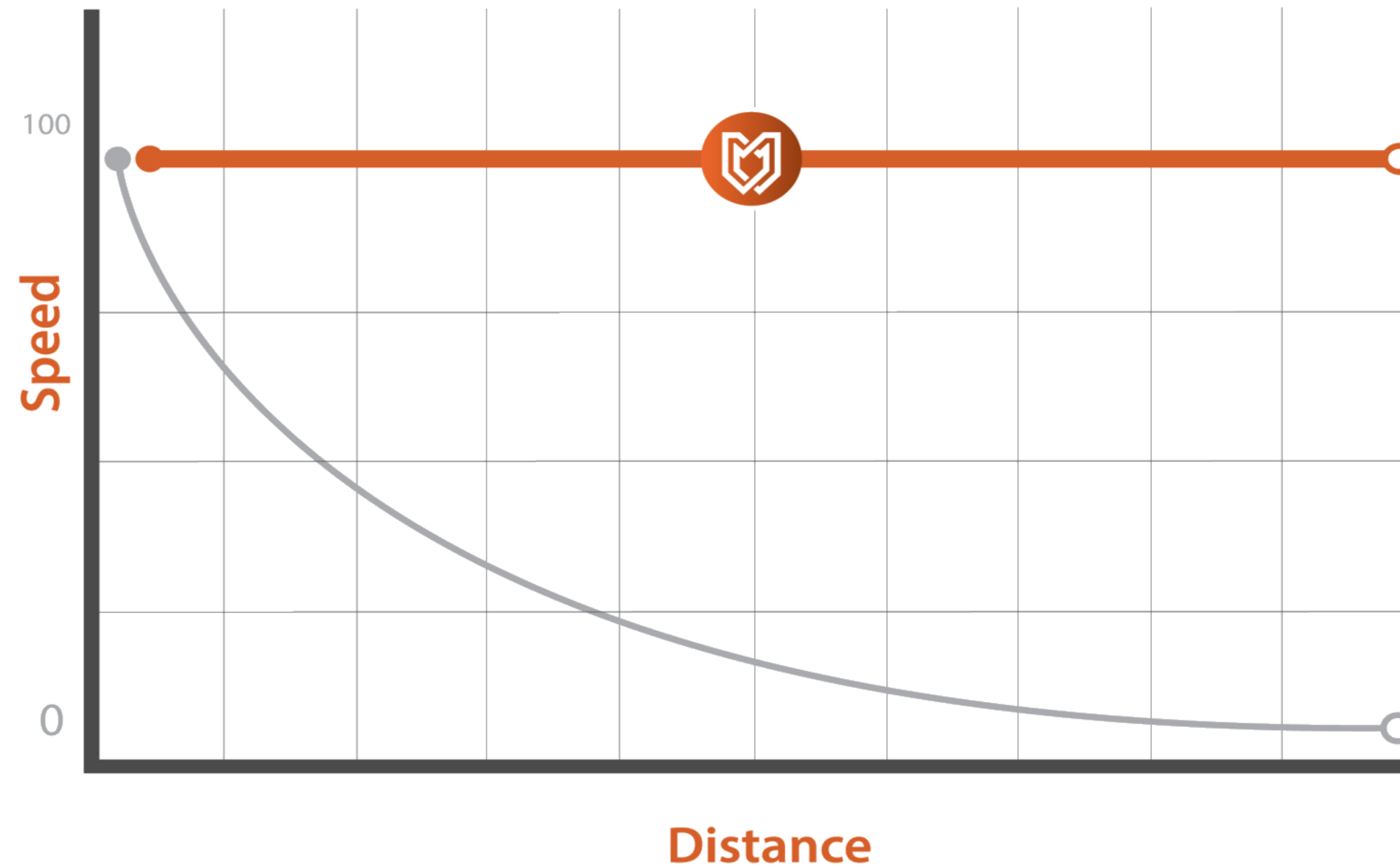
Disaster Recovery as a Service

Require fast and reliable data protection without the cost or complexity?. We can help protect an application or data from a natural or human disaster or service disruption at one location by enabling a full recovery in the cloud

Long Term Archive

Have data you no longer need but are required to keep for governance? The Montana long term archiving platform enables you to cleanse, monitor, transform and deliver data. The scalable solution provides massively parallel processing capabilities to help you manage small to very large data volumes

High Speed Data Transfer in Backup Cloud



- What you think your bandwidth looks like, right?
- Logically, the best way to fix this is to add another Lane...
- What Your Bandwidth ACTUALLY looks like...



Montana is able to give you access to the “**Empty Lanes**”, exclusively.
No need for another lane, it already exists, it's just closed to most people...

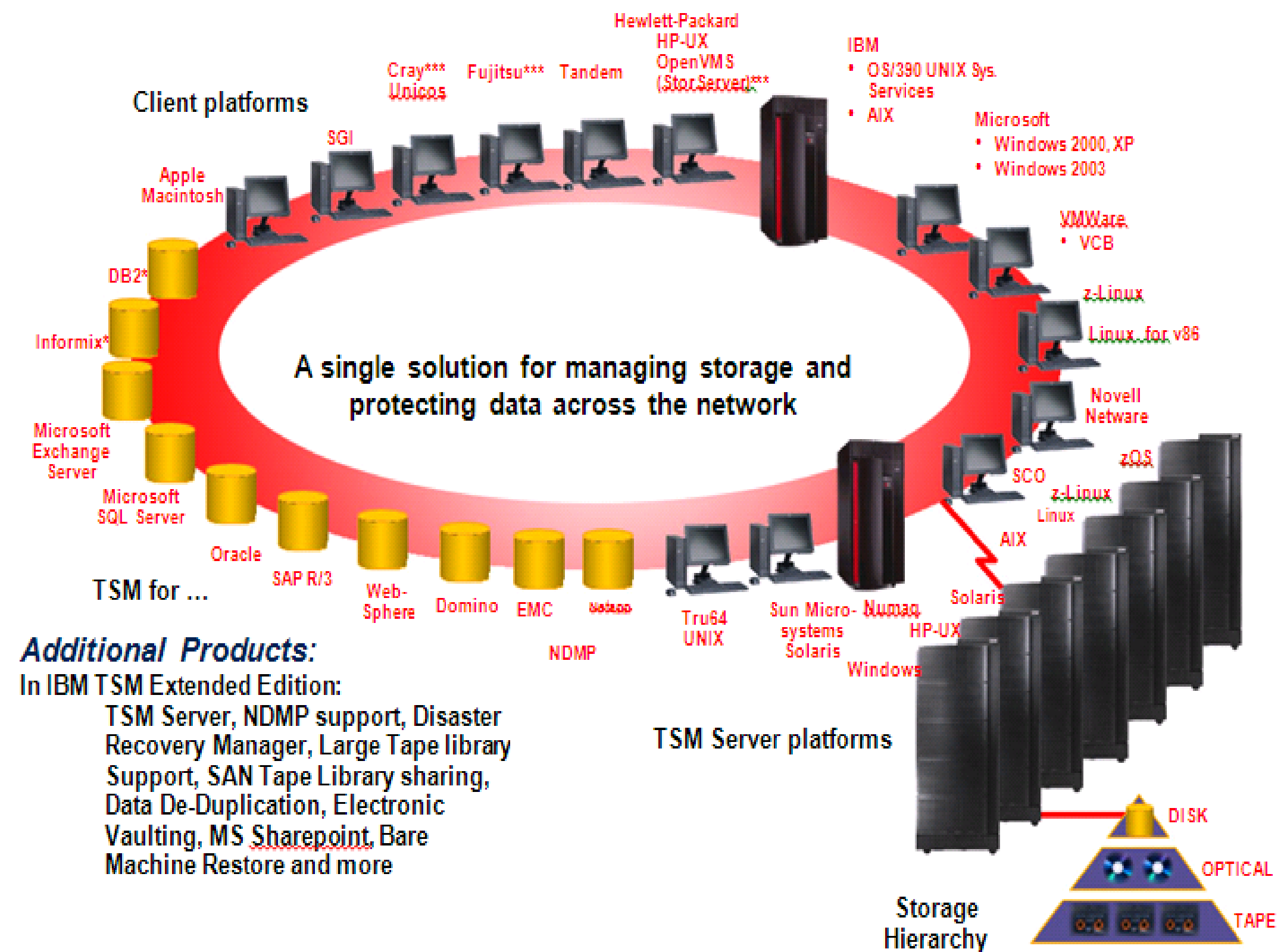
Current Backup Challenges *(continued)*

Tape Backup's

- Switching of tapes
- Migration challenges
- No 24/7/365 accessibility, time to request

Montana Solution

- Single solution for all environments.
- Automated backup via simple Backup Agent – does NOT require separate hardware or software for each individual deployment
- Automatically take care of the backup process - backups are Policy and schedule driven



Current Backup Challenges *(continued)*

File Synchronization / One Drive / Drop Box / Google Drive

- Not a backup but a **Duplicate Copy** of the data
- **RansonWare** attacks primary source it replicates to synchronised server
- No **point in time** recovery
- No **secure Chinese wall** between time-stamped copies

Montana Solution

- POPIA compliant **BACKUP** not a duplication / file synchronization
- Minimum 2-Version Control –
 - allows data to be restored **PRIOR** to RansomWare / Data Breach incident
 - Allows for point-in-time recovery as per backup policy
 - Data is still secure as the Ransomer will require the **ENCRYPTION KEY** to decrypt the data. Encryption Key is unique to each customer and held by Administrator

No flexible costing and pricing models

- No **Tiered costing** incentives
- No **Pay-as-you-use** models
- Complex Capex modes e.g. quantity, end point, data upload, etc.

Montana Solution

- Pay-as-you-Use costing model
- Allocate data costs to department/business unit/node
- Primarily Opex model, sliding scale invoicing as data pool grows.

Current Backup Challenges *(continued)*

Insufficient Technical Skill & Reporting

- **Time delay** in presenting backup reports
- **No history** recordings on amount of data backed up by device
- **No BI** on data growth or problem environments

Montana Solution

- Automated daily report on backup success
- Portal provide accurate data on data growth
- Partner Technical team provide Level 1 support, Montana provide Level 2 & up support
- Full training on how to recover data
- IT staff allocate new endpoint & backup policy and schedule via Portal. New node is created and ready for backup

Storage type	Size (GB)
Backup data	208,69
Archive data	4940,08
Total storage	5148,77

Transferred (GB)	1,34
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Status	Consumption unit count
OK	0
OK (warnings)	2
Error	1
Ignored error	0
Total consumption unit count	3

Backend server summary

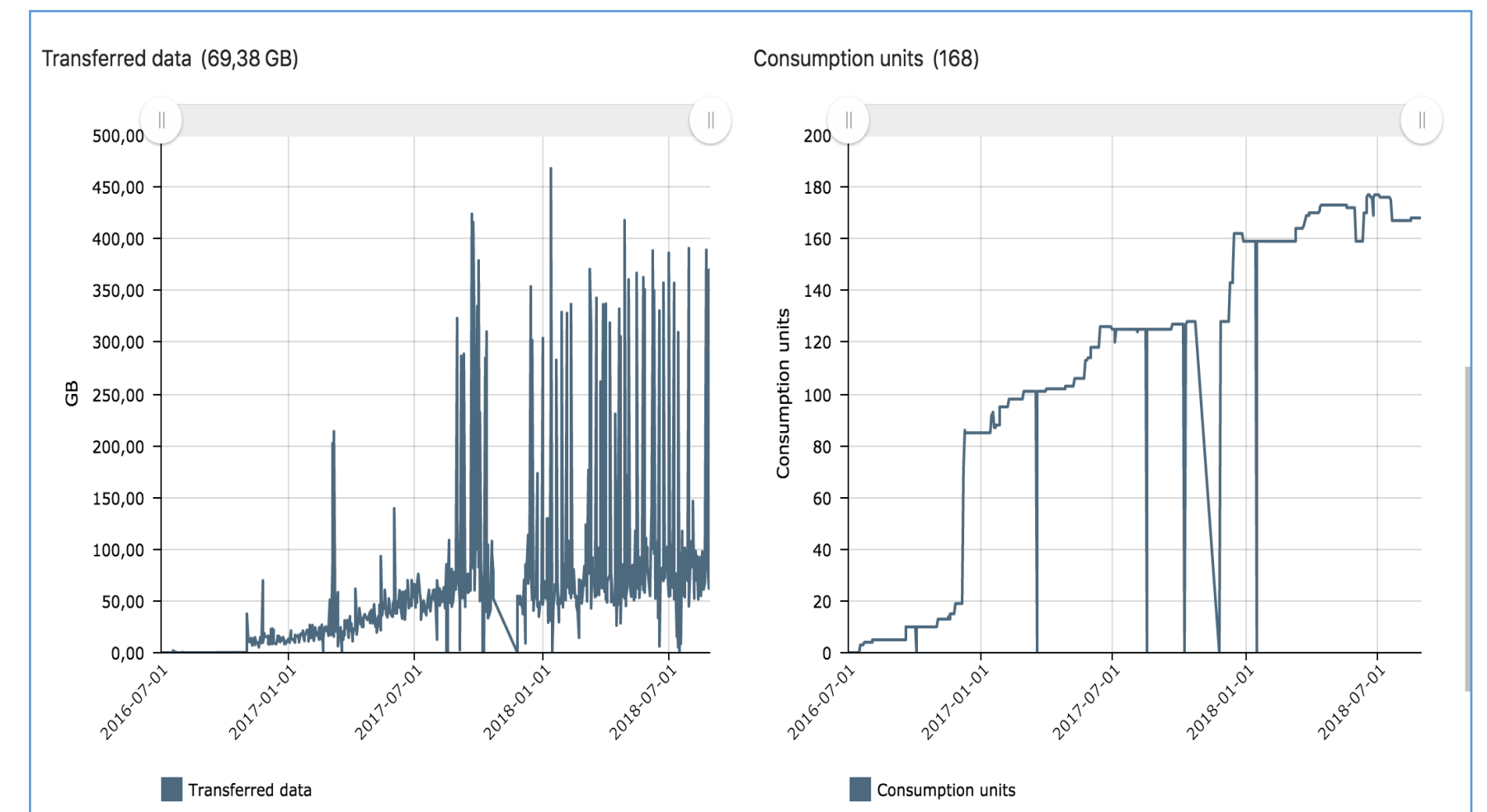
Servers from reporting time zones:

1. NRSSTSM101 (SP: MDCTSM1) in time zone (GMT+02:00) Harare, Pretoria

Consumption units

Current business unit (BCX SAP Services PCoE (Partner Center of Excellence))

Name	SP name	Client version	Server	Status	Errors	Size (GB)	Transferred (GB)
SAPGW1_File	SAPGW1_FILE	6.3.2.0	NRSSTSM101	OK (warnings)		14,06	0,27
SAPsolman_File	SAPSOLMAN_FILE	7.1.6.2	NRSSTSM101	Error	1. Newest event failed (8)	158,77	0,00
SAPsolman_Maxdb	SAPSOLMAN_MAXDB	7.1.6.2	NRSSTSM101	OK (warnings)		4975,94	1,07



Backup Cloud Business Model Customer

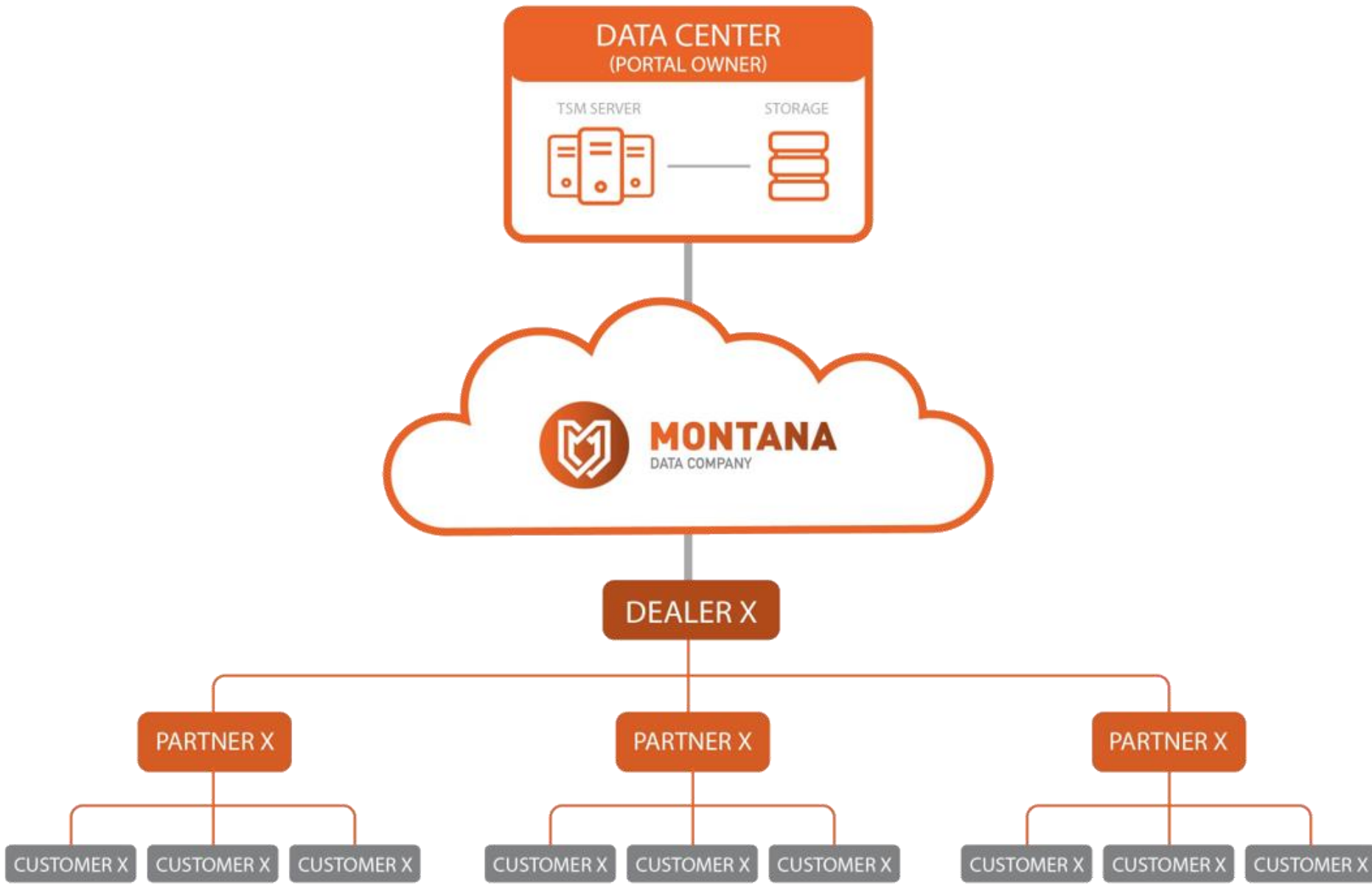
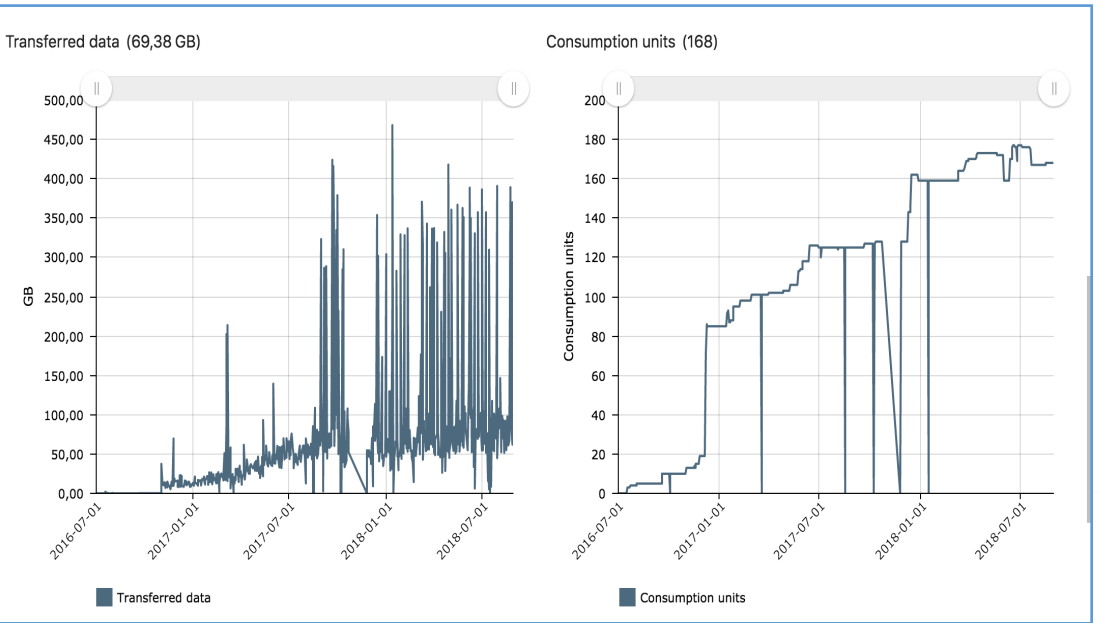
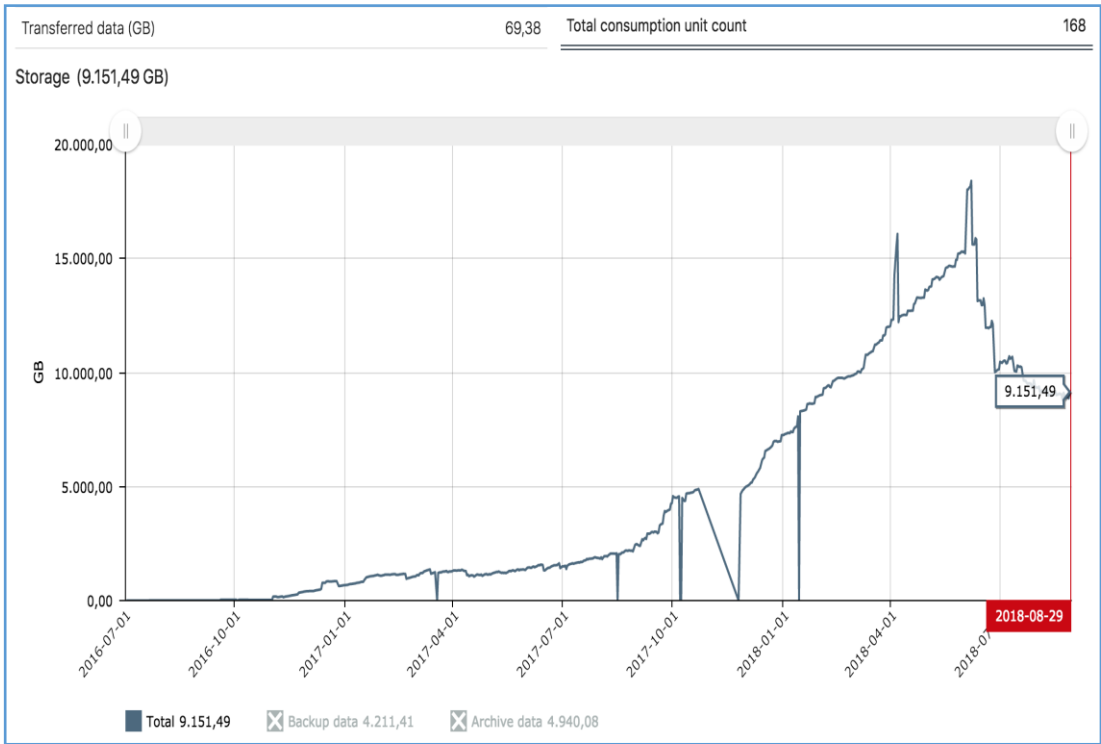


Data Growth

Reporting and costing allocation from individual device, consolidated to department, region, location and company



Back-up success report



Data Cost & Allocation



Create new subscriptiontype

Name	<input type="text"/>
Fixed price	<input type="text"/>
GB Included	<input type="text"/>
Price per extra GB	<input type="text"/>
Archive price per GB	<input type="text"/>
NO of nodes - File server	<input type="text"/>
Price per extra node	<input type="text"/>
NO of nodes - Wrk. st.	<input type="text"/>
Price per extra node	<input type="text"/>
NO of nodes DB/Mail	<input type="text"/>
Price per extra node	<input type="text"/>
Description for partner	<input type="text"/>

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Current business unit (BCX SAP Services PCoE (Partner Center of Excellence))

Name	SP name	Client version	Server	Status	Errors	Size (GB)	Transferred (GB)
SAPGW1_File	SAPGW1_FILE	6.3.2.0	NRSSTSM101	OK (warnings)		14,06	0,27
SAPsolman_File	SAPSOLMAN_FILE	7.1.6.2	NRSSTSM101	Error	1. Newest event failed (8)	158,77	0,00
SAPsolman_Maxdb	SAPSOLMAN_MAXDB	7.1.6.2	NRSSTSM101	OK (warnings)		4975,94	1,07

Status report: Wednesday, 2018-08-29 today	
Overview	
Storage type	Size (GB)
Backup data	4.211,41
Archive data	4.940,08
Total storage	9.151,49
Transferred data (GB)	69,38
Storage (9.151,49 GB)	

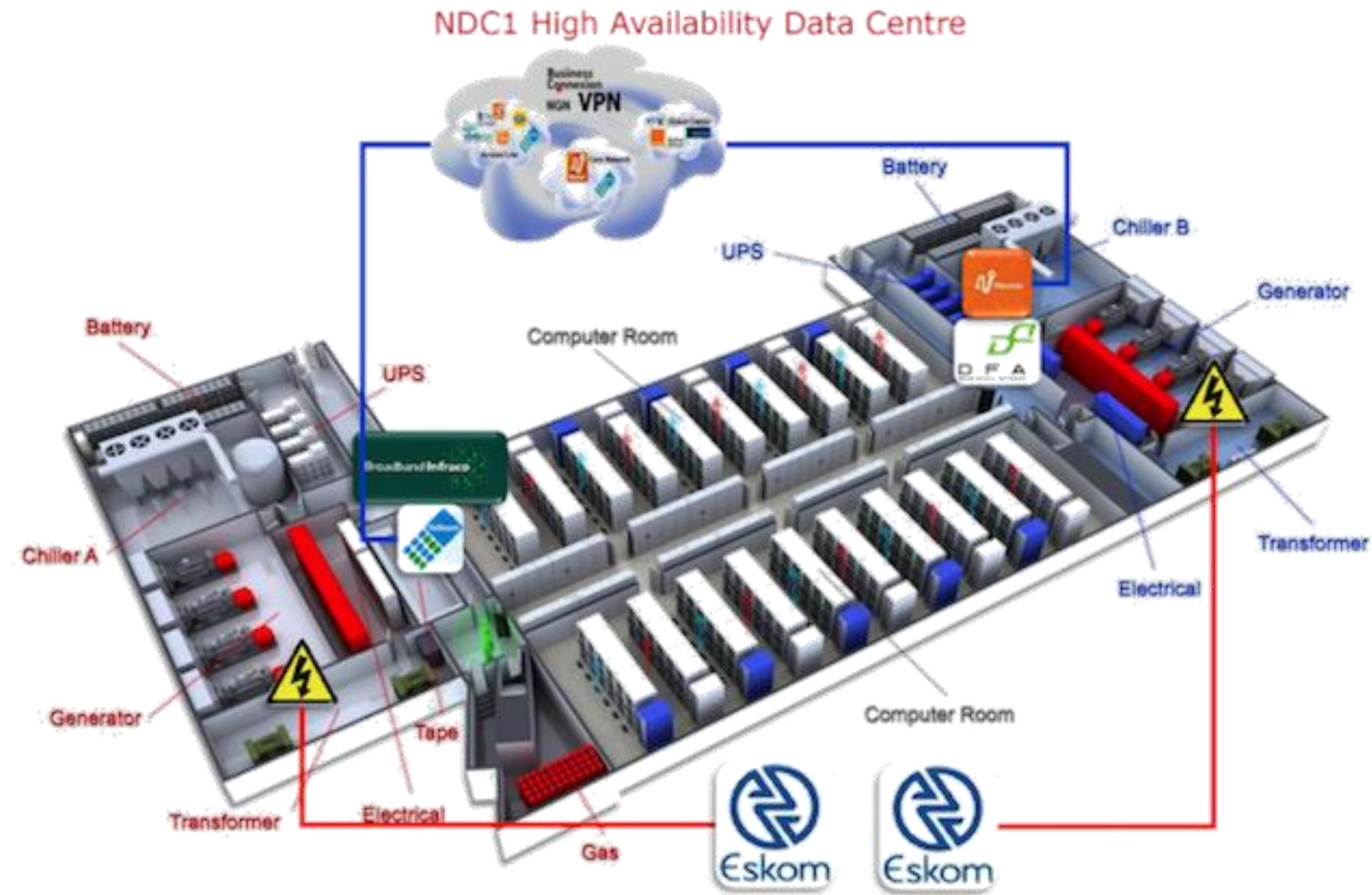
The portals **Billing Engine** defines how you invoice your various divisions or departments for **correct cost allocations**.

Billing info can be exported via CSV or API into Financial systems

Montana Value Proposition

- Mature and Reputable Enterprise Backup Solution – used by many large Enterprise businesses, i.e. SARS, SARB, major SA Banks, approx. 80% of Fortune 500 companies
- Version Control and multiple copies allowing point in time restores and protection against RansomWare and Viruses
- Backup and Restore Hundreds of Times Faster than other solutions
- Unified view of backup environment, results and costs
- Utility billing – only pay for what is backed up
- Enterprise class infrastructure
 - Tier 4 Data Centres with 99,995% uptime
 - 24/7/365 access to backed up data
- Personal Support
- Access to high performance **DR** if required

BCX Tier IV High Availability Data Centre



(Johannesburg Region)

(Pretoria Region)



TO OUR GUEST PRESENTERS!



In closing...

- ✓ Remember, you and other businesses in SA must be able to prove compliance as from 1 July 2021
- ✓ Days left to become POPIA compliant = 28 days (and a couple of hours)
- ✓ Don't forget about your PAIA compliance...
- ✓ **POPIA is definitely going to be an ongoing thing, so make sure that your processes are sustainable and practical!**
- ☐ **We will also keep you updated with new developments and announcements from the Information Regulator**

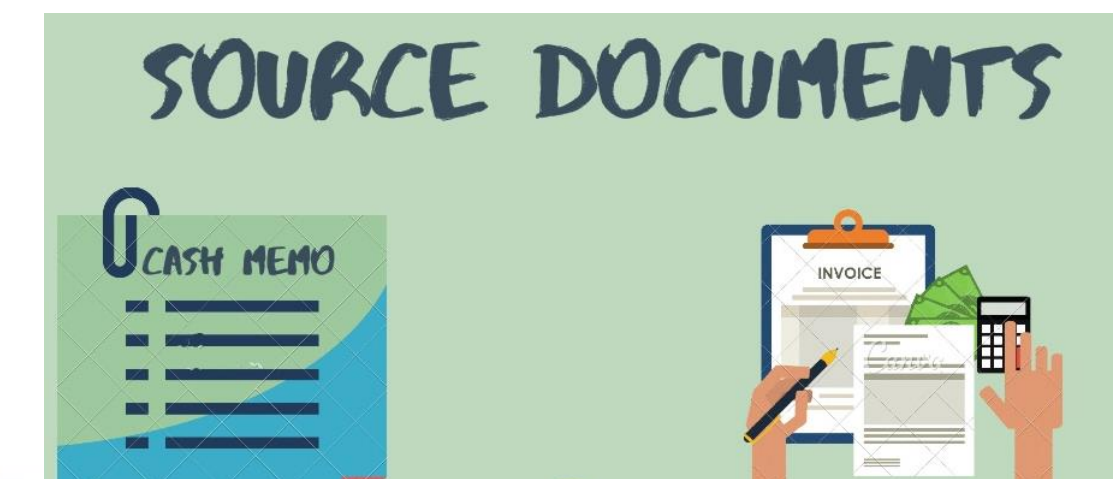
Source & Bonus Documents

The following **SOURCE** Documents are available to you:

- ☐ Section 11 of POPIA – Consent, justification and objection

The following **BONUS** Documents are available to you:

- ☐ Basics of POPIA
- ☐ CDH_POPIA compliance checklist
- ☒ **Detailed POPIA Compliance Checklist_MASTER**
- ☐ Policy formulation example
- ☐ Section 51 Generic Version.doc 2015
- ☐ XS_POPIA_Checklist



Contact our POPIA Experts



MONTANA
DATA COMPANY

Suite 51
377 Rivonia Boulevard
Rivonia
2128
South Africa.
<http://www.montanadc.com>

Karabo Letlhaku

Data Governance Account Executive

+27 84 550 9798

karabol@montanadc.com

Stephane Geldenhuys

Sales Executive

+27 76 411 5089

Stephaneg@montanadc.com

What's Next in our POPIA Compliance Series?

Dates for the remainder of the 2021 instalments of the POPIA Compliance Series:

❑ **24 June 2021:** POPIA Readiness check

*Refer to SAAA website to book in advance
or to access the rest of the webinar series
that has already been completed*



We will communicate any news or new information that you should be aware of to you...watch your inbox!

Completed webinars in this series...

1. POPIA in a Nutshell (7 July 2020)
2. Completing your Compliance Checklist - Steps 1 & 2 (6 August 2020)
3. Completing your Compliance Checklist - Steps 3 to 11 (3 September 2020)
4. Data Protection & Recovery (5 November 2020)
5. Specific industry considerations (10 December 2020)
6. Recap Session (25 January 2021)
7. 8 Conditions of POPIA (Part 1) (4 February 2021)
8. 8 Conditions of POPIA (Part 2) (25 February 2021)
9. Focus on safeguards & latest industry updates (14 April 2021)
10. Latest guidance for Information Officers (6 May 2021)

You can access these as Webinars-On-Demand – Refer to the SAAA website

Knowledge = Power!

❑ **Technical Alerts published daily**

- Follow SA Accounting Academy on LinkedIn

❑ **Technical Summary Videos**

- Short summaries that you access when you want to

❑ **Webinars-on-Demand**

- Wide variety of topics – not always a “live” event...
- All our webinars are available as individual recordings – which you can listen to at your leisure
- Please refer to the SAAA website

❑ **MCLU subscription**

- Stay up-to-date on all the latest developments in our field by attending the **Monthly Compliance & Legislation Update**
- Please refer to the SAAA website for subscription options

QUESTIONS



Formal Q&A Session

We will now take a **quick comfort break** before we discuss some questions received during the webinar.

- Please use the chat sidebar to the right of the video / presentation on the screen to ask your questions.

Remember: A Q&A summary will also be uploaded to your profile, where applicable

If you would like to e-mail a question please use:

technicalquestions@accountingacademy.co.za

E-mail general comments to info@accountingacademy.co.za



for your participation!