**NOTICE TO POLICE SERVICE DELIVERY COMPLAINANTS**

**PROTECTION OF PERSONAL INFORMATION ACT, 2013**

**NOTICE & DECLARATION BY COMPLAINANT IN RESPECT OF POOR POLICE SERVICE DELIVERY**

*The Department of Community Safety and Liaison (hereafter ‘the department’) and its employees collect and process the personal information of complainants in respect poor police service delivery for purposes of complaints management, including, but not limited to, –*

1. *investigating complaints;*
2. *communication with the police and other relevant stakeholders;*
3. *compiling reports; and*
4. *giving feedback to complainants.*

*The personal information may also be disclosed or processed when –*

* *the department has a duty or a right to disclose same in terms of any law; or*
* *it is necessary to protect the rights of the department.*

*If a Data Subject provides DCSL with Personal Information on behalf of another, DCSL will not be able to process the query or request unless such query or request is accompanied with the required permission and consent from the owner of that Personal Information.*

*If a Data Subject is under the age of 18, such person’s Personal Information will only be processed if the minor’s parent or legal guardian gives the required consent or permission to the processing of the provided Personal Information.*

*I declare that all the information provided (including any attachments) is complete and correct to the best of my knowledge. I understand that -*

1. *the supply of this information is mandatory in order to have the complaint investigated;*
2. *failure to supply same would result in my complaint not being investigated; and*
3. *any false information may result in criminal prosecution and/or being reported to Treasury.*

*The personal information collected may be shared with and processed by –*

1. *employees of the Department;*
2. *the South African Police Service / Metro Police Service;*
3. *other relevant stakeholders in the Criminal Justice System;*
4. *the State Information Technology Agency;*
5. *the Auditor-General;*
6. *Provincial Archives; or*
7. *any other Organs of State for purposes of performing their public functions or their agents.*

*I acknowledge that any personal information shall be retained for a period of …. years before being destroyed by the Provincial Archives. I accept that the processing of the personal information shall be in accordance with the Protection of Personal Information Act, 2013 and shall be for any one or more of the following purposes:*

1. *processing necessary for complaints management;*
2. *processing in pursuance of an obligation imposed by law on the Public Service;*
3. *processing in order to protect a legitimate interest of mine / the organisation I represent;*
4. *processing necessary for the proper performance of a public law duty of the Public Service; or*
5. *processing necessary for pursuing the legitimate interests of the Public Service or of a third party to whom the information is supplied.*

*I hereby consent to the processing of personal information in accordance with the Protection of Personal Information Act, 2013 and I acknowledge that I have the right to –*

1. *access to and the right to rectify the information collected;*
2. *the right to object to the processing of personal information to protect a legitimate interest or processing that is necessary for the proper performance of a public law duty by a public body, on reasonable grounds relating to my particular situation, unless legislation provides for such processing; and*
3. *lodge a complaint to the Regulator (*[*complaints.IR@justice.gov.za*](https://owa.justice.gov.za/owa/redir.aspx?C=Vk7vfuiglJIRD2HwpsUfa_fY0BgFmszRLMKYQyM258la4yFS_0fYCA..&URL=mailto%3acomplaints.IR%40justice.gov.za)*).*

**SIGNATURE (DULY AUTHORISED) DATE**

FULL NAMES: …………………………………………………………………………………….

COMPANY NAME: ………………………………………………………………………………