

INFORMATION OFFICER

POPIA places an obligation on Responsible Parties who process personal information to appoint an Information Officer who must be registered with the Information Regulator. An Information Officer may appoint (in writing) as many Deputy Information Officers as necessary to assist with daily tasks.

Even though POPIA does not set out specific skills and qualifications for an information officer, the following will be advantageous in the role:

1. A good understanding of information technology;
2. Basic legal training;
3. A broad understanding of the company operations – thus an internal information officer is recommended;
4. Capacity to carry out the necessary duties;
5. Buy-in from top management;

The duties and responsibilities of an information officer include but is not limited to:

1. Encourage compliance with POPIA regarding the conditions for the lawful processing of personal information;
2. Develop, implement and monitor a compliance framework;
3. Deal with requests made to the organisation in relation to POPIA, for example requests from Data Subjects to update or view their personal information;
4. Work with the Regulator in relation to investigations;
5. Develop internal measures and adequate systems to process requests for access to information;
6. Ensure that internal awareness sessions are conducted;



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