

POLICY

Privacy Policy

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Definitions and meanings

HMSS:	HMDavies Secretarial Services cc
Sub-Contractor:	Person engaged by HMSS through a contractual agreement (MOU) and registered as a Sub-Contractor on the HMSS Staff and Contractor Database
Permanent Staff:	Persons employed on a permanent basis by HMSS and registered as an Employee on the Staff and Contractor Database
Confidential information:	Includes any documents, client information, minutes, technical, commercial or scientific information, know-how, trade secrets, processes, machinery, designs, drawings, technical specifications, terms of agreements, details of investment strategies, organisational strategies or structure of the client.
Back-office system:	Google for Business

Description

The privacy Policy notes which client data is gathered, how it is used by HMSS and how the data is protected.

The Company's focus area is Minute Taking services in accordance with King III requirements and the Companies Act 71 of 2008 to meet the requirements of its clients. HMSS employs 5 permanent staff members situated at HMSS offices. The drafting of minutes is outsourced to subcontractors who work off-site. The contractual arrangement between HMSS and subcontractors is governed by individual Memorandum of Understanding agreements (MOU) that each employee and subcontractor has signed and agreed with.

This policy is applicable to all permanent staff members and temporary staff employed by HMSS as well as, subcontractors or consultants engaged by HMSS. This policy describes:

- What information is collected / accessed, how it is collected and why
- How information is used and with whom it is shared
- How HMSS gains access to the information
- How information is protected and stored

Policy Statement

HMSS undertakes to promote and preserve the integrity of all personal data collected from clients as a direct consequence of drafting minutes and providing services as per the agreement with clients. All personal information will be guarded, protected and not shared with any person other than staff and minute takers employed by HMSS and such shared information is for the express purposes of providing the services as agreed upon as detailed in the Memorandum of Understanding with the respective clients. HMSS is committed to a disciplined work environment therefore behaviour that is contrary to the image and brand of its clients or the Company is deemed unacceptable. HMSS subscribes to confidentiality across all spheres of the business and the protection of personal information is paramount. Any disclosure of personal information of any nature without consent will not be tolerated.

What information is collected

In order to provide minute taking services, the following personal data is collected from the clients:

Client details:

Company details

- Company Name
- Department Name
- VAT Number
- Company Registration Number
- Cost Centre (if applicable)
- Company Number (if applicable)
- NPO Number (for NGO's, if applicable)

Physical Address

- Building name
- Street Number
- Suburb
- City

Postal Code

- Postal Address
- Suburb
- City
- Postal code

Meeting details

Meetings – Contact Details (to arrange parking, if applicable) Agenda's / meeting packs – (Contact person to get agenda's, packs from)

- Full name
- Email address
- Full name
- Contact number (phone / cell)
- Email address

Minutes submission:

Minute Submissions (Contact person to submit minutes to)

- Full name
- Contact number (phone / cell)
- Email address

Invoice information

- Cost Centre Number (if applicable)
- Full name
- Contact No (phone / cell)
- Email address

Third Party Access

There is no third-party access to HMSS systems

Methods of collection

Following acceptance of a quotation, an MOU together with the client information form (Form-CM021) is emailed to the client for completion and signature.

Client information is updated on a needs only basis (as and when changes occur) for which the same process as above (email) is followed

Data usage, storage

On return of the signed MOU and completed client information, data is captured on the HMSS back-office system (refer 4.6 below).

MOU and Client Forms are filed electronically on HMSS back-office system.

Data captured is used in the following manner:

- a) Meeting planning (allocation of sub-contractors to attend meeting, parking arrangements (if applicable), submission of minutes post drafting and editing
- b) Submission of invoices for work completed
- c) Financial management (debtors)

Who has access to client information?

Client information as detailed in the Client Information Form (F-CM-021) is limited to HMSS office staff only. Under no circumstances is personal / client information shared with sub-contractors other than contact details for meeting organisers.

Confidentiality

HMSS office staff are bound by the HMSS Code of Conduct - Staff (AD-CC#012).

The following will not be tolerated or condoned at the workplace:

- Disclosure of any confidential information to any third party for any reason or purpose whatsoever without the prior written consent of the Owner and client.
- Use of confidential information for any reason whatsoever other than as required by HMSS and its clients for the purposes of the business relationship between the parties

Systems – Data integrity, protection

HMSS makes use of Google for Business as its back-office system platform. All data is saved and managed through Google for Business.

Business folders have security access controls and each folder is only shared with HMSS office staff and minute takers who work directly with the file concerned without editing rights.

All computers currently operate with Windows 10 with disk encryption enabled.

All computers and laptops have *ESET Endpoint Security* installed

Google for Business is also used as an email platform.

Third Party Access

No third-party has access to HMSS systems

Business Transfer

In the future, HMSS may sell, buy, merge or partner with other companies or businesses. In such transactions, if and when they may occur, client information may be included in the transfer of assets.

Should HMSS engage in any of the above at any stage, clients will be informed should this occur.

Dispute Resolution

Should the above policy not fully address privacy and data concerns, please contact the Owner

Future Changes to Privacy Policy

HMSS may update this Privacy Policy as necessary to reflect changes or to satisfy legal requirements. In such instances a prominent notice of material changes will be indicated on our website. These notifications will be given at least 30 days before the effective date of such changes.

Contact us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at info@hmss.co.za .