

How ready is the Tourism Industry for travel and POPI?

Adding to the myriad of travel restrictions globally and the newly opened country – the Tourism Industry should also be thinking about how to comply with the Protection of Personal Information (POPI) Act No 4 of 2013.

POPI which despite being promulgated in 2013 has officially become effective on the 1st of July 2020 with a 12 month grace period to become compliant. Failure to comply with POPI may result in penalties (up to R10 Million), administrative fines as well as possible incarceration (up to 12 months).

SNG Grant Thornton surveyed 30 accommodation establishments of various sizes across South Africa to determine their awareness and readiness in terms of the implications of the POPI Act.

A good reflection

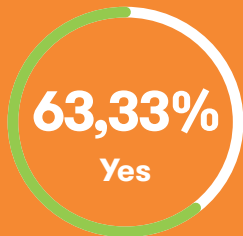
The survey included responses from a range of accommodation establishments including hotels, guesthouses, B&B's, camping and caravanning, self-catering, backpackers and hostels. Employee numbers range from 1-4 employees (36,67%), 5 – 30 employees (43,33%) and more than 31 employees (20%). This dipstick survey accounted for a total of 771 rooms, averaging at 25,7.



Awareness

When asked if they are aware of the POPI Act and its implications on their establishment 63,33% confirmed that they are, 16,67% were not and 20% were not sure.

Are you aware of the Protection of Personal Information (POPI) Act and its implications on your organisation?



Consent for collection of personal information

When probed we found that 50% notify their customers about the purpose of collecting personal information and get their consent / objection whereas 43,33% do not and 6,67% were not sure.

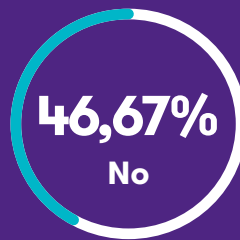
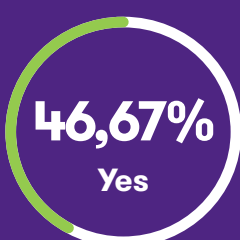
Does your organisation notify customers about the purpose of collecting personal information and allow them to give consent/ object?



Policy for retention and destruction of records

Of those surveyed, almost half have a policy that outlines the retention and destruction of records pertaining to personal information and almost half do not. 6,67% were not sure whether they had a policy.

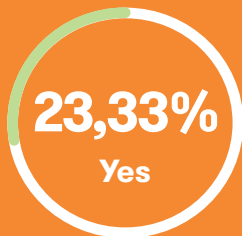
Do you have a policy outlining the retention and destruction of records pertaining to personal information?



Separate budget for data protection

Only 23,33% of respondents set aside a budget to ensure data protection in the establishment compared with 66,67% that do not and 10% that were not sure.

Have you set aside a budget to ensure data protection in your organisation?



Specially assigned employee responsible for data protection

66,67% do not have a specially assigned employee in their establishment that is responsible for data protection, 30% do and 3,33% were not sure.

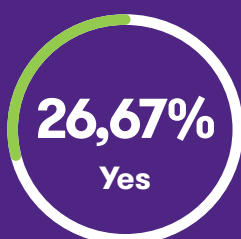
Do you have a specially assigned employee in your organisation that is responsible for data protection?



Review/ audit of data processes conducted

63,33% have not conducted an audit on their current data processes whereas 26,67% have and 10% were not sure.

Have you conducted a review / audit of your current data processes?



In light of this, SNG Grant Thornton has developed a short 3-minute online survey for you to complete to ensure your POPI compliance. Please click on the below link:

<https://www.surveymonkey.com/r/SQG3FY6>

Please note that all information collected will remain confidential. Upon completion of the survey, we will provide you with a pro bono Key Interventions Report including relevant recommendations thereof. Thereafter we will set up a meeting to discuss the way forward.

For more information you can contact us below



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