



merSETA

MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

MESSAGE TO ALL OUR STAKEHOLDERS

The Protection of Personal Information Act commences on 01 July 2021. The Act protects people's constitutional right to privacy. POPI addresses how personal information is processed by both public and private entities as well as balancing a person's right to privacy with other rights and obligations such as one's right to access information. The Act came into effect on 01 July 2020 with responsible parties having until 01 July 2021 to comply.

merSETA understands the importance of our stakeholder's right to privacy and takes the security of our stakeholders' personal information very seriously and we take all reasonable steps to ensure that any personal information provided by you, collected from you or a third party is kept safe, secure and confidential.

Some of the measures we have put into place include implementing access control processes which includes limiting access of information to those employees who require such access to perform their functions and those merSETA agents who require access in order to perform their functions and are subject to strict contractual terms and conditions. Our information systems are continuously monitored and improved in order to ensure our information security it functioning at optimal levels at all times.

Where you feel that the merSETA has breached the POPI Act, please contact our customer contact centre on the details below. Should this matter have not been resolved, you may proceed to lodge a complaint with the Information Regulator. The merSETA welcomes any questions our stakeholders might have, please feel free to direct your queries to the following avenues:

Customer Contact Centre Telephone : 0861 637 7738
Customer Contact Centre Email : complaints@merSETA.org.za
suggestions@merSETA.org.za
Designated Information Officer : ceo@merseta.org.za

WAYNE ADAMS (MR.)
CHIEF EXECUTIVE OFFICER
Date: 30 June 2021