



Developed by **NOLTEC IT Integration – POPIA 2021**

NOLTEC IT INTEGRATION – POPI ACT –GUIDELINE FOR USERS OF NOLTEC SOFTWARE



- This guideline explains the different software offerings from NOLTEC
- It will give processes per system
- A thorough explanation for complying to the act
- There are responsibilities from the software supplier, but ultimately the act requires companies to have a clear indication on how 'data subjects' data is used and distributed.
- The above will be explained in this document as service provider but each user needs to verify self if their internal processes are aligned. Some application documents will have to change to allow for data subjects (students, staff, management and other) to sign for the use of their personal information.
- To view companies responsibilities please visit the POPIA website

Software offerings in the NOLTEC stable



1. CollegePRO (TVET student admin system)
2. AccessPRO (Module for CollegePRO to assist with access to college premises)
3. AssetPRO (Asset management system)
4. SchoolPRO (Nursery school admin system)
5. ServicePRO (Vehicle service centre system)
6. SMSPRO (Free software to send SMS campaigns)

POPIA 7 requirements



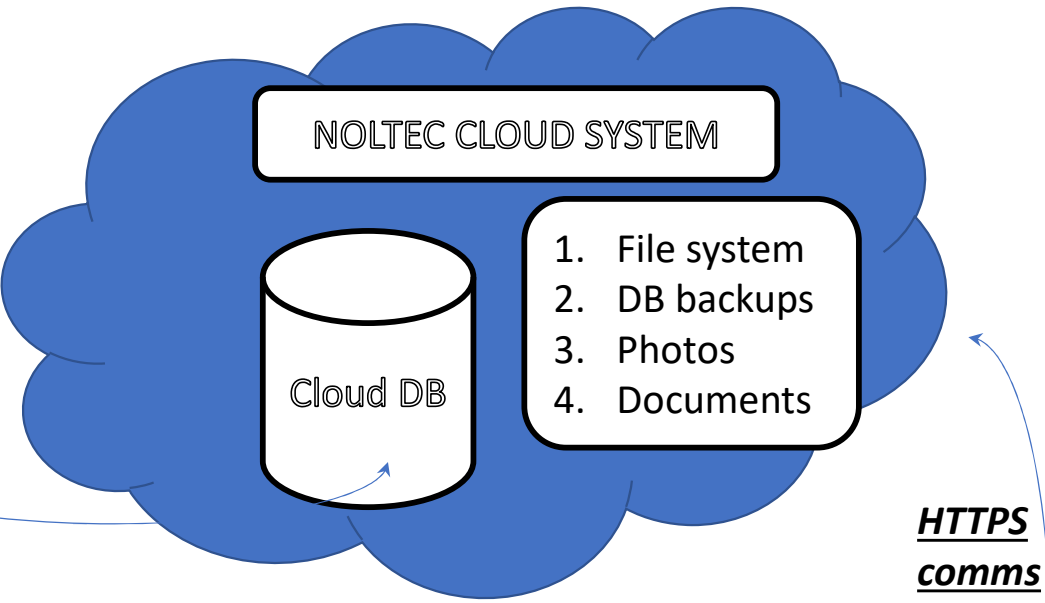
1. Data collection (type of data, purpose, consent, legal aspects, minimality, and transparency) Data access and accuracy (correct, complete, reliable and process of updating information)
2. Data usage and restrictions (purpose, relevance, restrictions, legality, permission, limitations)
3. Data storage (physical, off-site, electronic, back-up, cloud storage)
4. Data security safeguards (physical, electronic, network, password control, disaster recovery. Disclosure (legality, consent, data subject awareness, data request handling)
5. Responsibilities (All directors, top management, Information Officer, personnel dealing with Personal Information, vendors, contractors, suppliers)
6. Complaints (process, handling, legalities, transparency)
7. Retention (retention schedule) Destruction (destruction schedule) Implement staff awareness training (all current staff, new appointees and regular refresher training).
8. Data subject participation

These requirements will be discussed per software offering

COMMUNICATIONS TO OTHER PARTIES FROM WITHIN NOLTEC APP

- 1. Data to be send to DHET for student registrations
- 2. Emails with normal communications or statements
- 3. SMS messages
- 4. Mobile notifications

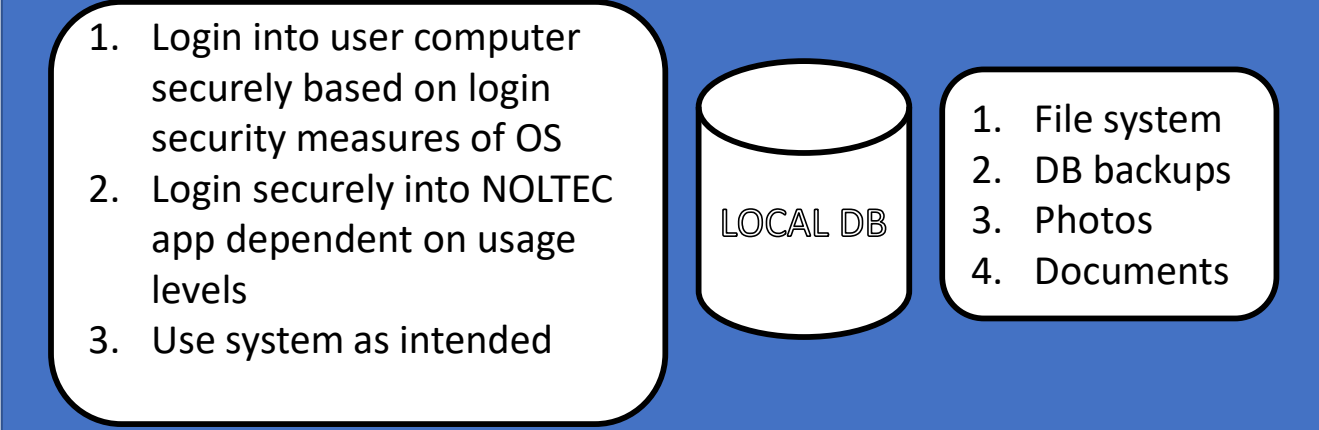
MOBILE



NOLTEC REMOTE SUPPORT

- 1. NOLTEC is using remote support software to log into user computer or server
- 2. User needs to give permission to allow NOLTEC team to support remotely

SOFTWARE USER ARCHITECTURE USED BY NOLTEC SYSTEMS



COLLEGEPRO



1. Data collection (based on the DHET specification EDLES-specs Ver02.04 2004-04-07)
2. Data usage and restrictions (all data used by system for admin purposes)
3. Data storage (database on local system. A subset is copied to cloud for mobile usage)
4. Data security safeguards (the NOLTEC system allows for secure login. User is responsible to use data as intended)
5. Responsibilities (NOLTEC will install system on local architecture with securities applied)
6. Complaints (any query or complaint will be handled by NOLTEC as an urgent matter to resolve these matters as quick as possible)
7. Retention (NOLTEC systems allow for data retention as long as the user want to keep the data. Any deletion of data is a manual process. Though NOLTEC can assist with scripts to remove old data).
8. Data subject participation (Each student to be involved through the college processes to make sure they agree and have open communications)

Next system: AccessPRO ...

ACCESSPRO



1. Data collection (based on the database information on the local database)
2. Data usage and restrictions (all data used by system for access purposes)
3. Data storage (no data is stored by ACCESSPRO, all data in CollegePRO database)
4. Data security safeguards (the ACCESSPRO is a monitor system and does not allow for any data changes as part of a user. All updates to theDB is automatic in the background)
5. Responsibilities (NOLTEC will install system on local architecture with securities applied)
6. Complaints (any query or complaint will be handled by NOLTEC as an urgent matter to resolve these matters as quick as possible)
7. Retention (not applicable for ACCESSPRO).
8. Data subject participation (Each student to be involved through the college processes to make sure they agree and have open communications)

Next system: AssetPRO ...

ASSETPRO



1. Data collection (based on the financial system of the local company)
2. Data usage and restrictions (all data used by system is assets and not applicable to a person)
3. Data storage (data is stored in local database)
4. Data security safeguards (the ASSETPRO is a financial system allowing companies to view and plan assets only)
5. Responsibilities (NOLTEC will install system on local architecture with securities applied)
6. Complaints (any query or complaint will be handled by NOLTEC as an urgent matter to resolve these matters as quick as possible)
7. Retention (not applicable for ACCESSPRO).
8. Data subject participation (No person involvement in this system)

Next system: SchoolPRO ...

SCHOOLPRO Nursery admin system



1. Data collection (based on the school enrolment requirements specification)
2. Data usage and restrictions (all data used by system for admin purposes)
3. Data storage (database on local system. A database cloud backup can be performed from with SchoolPRO if user decides to according the local backup procedures. The Db is copied to the NOLTEC cloud via HTTPS and FTP)
4. Data security safeguards (the NOLTEC system allows for secure login. User is responsible to use data as intended)
5. Responsibilities (NOLTEC will install system on local architecture with securities applied)
6. Complaints (any query or complaint will be handled by NOLTEC as an urgent matter to resolve these matters as quick as possible)
7. Retention (NOLTEC systems allow for data retention as long as the user want to keep the data. Any deletion of data is a manual process. Though NOLTEC can assist with scripts to remove old data).
8. Data subject participation (Each family to be involved through the school processes to make sure they agree and have open communications)

Next system: ServicePRO ...

SERVICEPRO Vehicle admin system



1. Data collection (based on the job card and vehicle information sheet used by the service centre)
2. Data usage and restrictions (all data used by system for admin purposes)
3. Data storage (database on local system. A database cloud backup can be performed from with ServicePRO if user decides to according to the local backup procedures. The Db is copied to the NOLTEC cloud via HTTPS and FTP)
4. Data security safeguards (the NOLTEC system allows for secure login. User is responsible to use data as intended)
5. Responsibilities (NOLTEC will install system on local architecture with securities applied)
6. Complaints (any query or complaint will be handled by NOLTEC as an urgent matter to resolve these matters as quick as possible)
7. Retention (NOLTEC systems allow for data retention as long as the user want to keep the data. Any deletion of data is a manual process. Though NOLTEC can assist with scripts to remove old data).
8. Data subject participation (Each client to be involved through the processes to make sure they agree and have open communications)

Next system: SMSPRO ...

SMSPRO Free SMS admin system



1. Data collection (only cell numbers with optional call name is captured)
2. Data usage and restrictions (the name and cell number is used to create SMS messages for marketing campaigns)
3. Data storage (text database on local system. The user is responsible to keep backups of the campaigns, no auto backup done by NOLTEC)
4. Data security safeguards (the NOLTEC system allows for secure login. User is responsible to use data as intended)
5. Responsibilities (NOLTEC will install system on local architecture with securities applied)
6. Complaints (any query or complaint will be handled by NOLTEC as an urgent matter to resolve these matters as quick as possible)
7. Retention (NOLTEC systems allow for data retention as long as the user want to keep the data. Any deletion of data is a manual process. Though NOLTEC can assist with scripts to remove old data).
8. Data subject participation (Each target person to be involved through the processes to make sure they agree and have open communications)

NOLTEC PLEDGE



1. NOLTEC is a responsible software development company
2. NOLTEC will alter the procedures and functions in the NOLTEC applications to be aligned with POPIA
3. Any query must be sent to the support desk at NOLTEC: support@noltec.co.za and make sure to clearly state POPIA in the subject field