Mitel & POPI
Key Points

The POPI Act sets forth 8 conditions for the lawful processing of personal information. These conditions address how organisations demonstrate accountability of ensuring they respect the privacy of individuals in South Africa.

8 POPI CONDITIONS:

1 ACCOUNTABILITY	2 PROCESSING LIMITATION	3 PURPOSE SPECIFICATION	4 FURTHER PROCESSING LIMITATION
Organisation/person responsible for data compliancy.	Collecting and using minimal information, with consent from data subject.	Data collected for a specific purpose and data subject advised of purpose.	Regulates further processing of personal information collected in point 3.

5 INFORMATION QUALITY	6 OPENNESS	7 SECURITY SAFEGUARDS	8 DATA SUBJECT PARTICIPATION
Responsible party to ensure that collected data is complete, accurate, not misleading and up to date.	Be open about the collection of data and purpose for data usage.	Technical and organisational measures to ensure integrity of data.	Data subject can request confirmation of their data being stored and a description.

Below is where Itec & Mitel fits in from a compliance perspective in the Communications space:

Contact Centre:
Dial Tone – Credit card details, ID numbers etc. (Mitel & Amethyst).

Contact Centre:
Virtual agent powered by Google AI.

Contact Centre:
Data subject can request the recording real-time.

MiCollab App:
Centrally managed, audit trail and reporting with integration into Microsoft Teams.

MiCollab App – Video Call:
Voice, video and text are encrypted within a permission-based rule set.

MiCollab UCC App – Voice Call: Both conversations are recorded and encrypted (mobile phone to desk phone).

Mitel Environment in South Africa -Teraco:
Secure holistic platform of resilient data centre services.
OR
Private Enterprise Cloud:
Highly-available and disaster recoverable.

Voice Recordings:
Voice encryption and digital certificate (Mitel & Amethyst).

Voice Phone Calls:
Secure and stable – voice encryption.

MITEL Legal and Regulatory Compliancy:

128 to 512-bit AES Encryption Required by GDPR, BAZEL, POPIA, FICA, FAIS, SOX, PCI DSS, NCA and CPA

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