



# 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

Organisation/person responsible for data compliancy.

#### 5 INFORMATION QUALITY

Responsible party to ensure that collected data is complete, accurate, not misleading and up to date.

### PROCESSING LIMITATION

Collecting and using minimal information, with consent from data subject.

#### 6 OPENNESS

Be open about the collection of data and purpose for data usage.

### PURPOSE SPECIFICATION

Data collected for a specific purpose and data subject advised of purpose.

### SECURITY SAFEGUARDS

Technical and organisational measures to ensure integrity of data.

## 4 FURTHER PROCESSING LIMITATION

Regulates further processing of personal information collected in point 3.

# 8 DATA SUBJECT PARTICIPATION

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 Al.



#### 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.



#### Voice Recordings:

Voice encryption and digital certificate (Mitel & Amethyst).



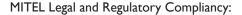
#### Voice Phone Calls:

Secure and stable – voice encryption.



#### Private Enterprise Cloud:

Highly-available and disaster recoverable.



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



