

## **Complaints procedure for the purpose of the Protection of Personal Information (Act 4 of 2013)**

### **Introduction**

Junk Mail Marketplace welcomes the implementation of the Protection of Personal Information Act (POPIA) (Act 4 of 2013) and strives to follow the edicts as prescribed by the South African government and the Information Regulator.

Your personal information has always been safe with us, and we've used the compliance period to ensure that any data you submit while using our platform is protected.

If you feel that you received communication from us that you did not consent to, or if you suspect that your information might have been accessed via Junk Mail without your permission, we ask that you follow the simple complaints procedure we have laid out below.

Included here you will find the process Junk Mail's Complaints and Dispute Resolution Committee will follow to investigate whether your information was unlawfully accessed, where the possibly unconsented communication came from, how and why you received it, as well as what we will do to rectify this and prevent it from reoccurring.

### **Please take note of the following**

According to our interpretation of the POPIA regulations, and following confirmation from our legal team, when you make use of Junk Mail Marketplace in any capacity, you are considered our customer since you are using a service we provide. This gives us permission to contact you with relevant information on an opt-out basis that might pertain to your usage of our website. You can opt out at any time.

There are various ways we might have received your information. These include when you registered as a buyer or seller on Junk Mail Marketplace and any forms you might have filled in, e.g., contact forms, lead forms, alerts, advert placement forms, wish lists you created, cookies and push notifications you allowed, or calls you made to a call tracking number listed on our website.

### **How to lodge a complaint with Junk Mail Marketplace**

Junk Mail Marketplace has established the following process to assist you in lodging a complaint regarding your personal information and our use thereof. Only emailed complaints and feedback will be accepted in order for all the relevant information to be gathered in one place. Note that communication entered into via our contact form and the appropriate message type is categorised as email. This will also enable us to do a thorough investigation and provide you with feedback.

**If you believe that we sent you unsolicited communications or that an unauthorised party gained access to your personal information, please send an email to [popi@junkmail.co.za](mailto:popi@junkmail.co.za) or fill in our [contact form](#), message type 'Protection of my Personal Information'.**

**Include the following:**

1. Your name and surname.
2. Proof of identity in the form of either a copy of your ID, driver's licence, or passport if sent via email.
3. The email address and/or contact number that received the unsolicited communication.
4. The date/s and time/s that the email address and/or contact number received the communication.
5. The actual communication, if possible, be it email or SMS. If you can't include it, please give us some indication about the contents of the communications to help us identify it, even a screenshot will help.
6. An indication of what you would like us to do with your personal information going forward. We can delete all of it from our database, or we can assist you in updating your preferences to receive more accurate communication.
7. For a possible data breach: If you suspect an unauthorised party gained access to your personal information through Junk Mail and used it to send unconsented communication, please include the sender's information and the unsolicited material as an attachment.
8. If you are registered with Junk Mail, please indicate whether you would like us to delete your account or assist you in managing your preferences.

**Here are the steps we will take to investigate and attend to your complaint:**

1. We will acknowledge the receipt of your complaint, and your email will be forwarded to our team for immediate attention. No complaint is seen as trivial or less important than another and will receive our utmost attention.
2. We will investigate where we collected your information from and provide you with these details if you so request.
3. In accordance with your original complaint email, we will take the necessary actions as requested by you and we will reply with a confirmation that your instructions were followed. Should there be any unforeseen developments, you will be contacted and informed of them.
4. You will receive a reply from us within ten workdays. Workdays are regarded as from Monday to Friday.
5. As part of our investigation process, we will also use this opportunity to look at ways to improve how we communicate with our users and how we manage their

information. Please also see this opportunity as an invitation to make suggestions on where we can improve or adjust the way we interact with our users.

### **Independent adjudication**

If you are unsatisfied with how your complaint was resolved, or should you receive further unsolicited communication from us and additional communication is unsatisfactory, you can contact an independent adjudicator to investigate the matter.

We aim to have your complaint resolved to your satisfaction the first time we communicate. At this time, we are still waiting for the Information Regulator to clearly communicate the code of conduct in terms of POPIA and suitable independent adjudicators. We will endeavour to appoint an appropriate entity to assist you in the resolution of this matter as soon as possible. Until then, please feel free to get in touch with us for assistance: [popi@junkmail.co.za](mailto:popi@junkmail.co.za). Alternatively, contact the Information Regulator via the details listed at the bottom of this page.

### **Important notes**

- 1. Please note that it could take up to three workdays for unsubscribes to take full effect.**
2. We have no control over contact information entered in error or hoax via the registration process or the filling out of any forms on our website. If it was done as a hoax, we can supply you with the IP address should you be interested in reporting this person to the authorities.
3. If you recently changed your phone number then received unconsented communication from us via SMS or phone call, it could be that your new number was previously associated with a Junk Mail user who consented to receive marketing from us. We will gladly delete your information. You can also send STOP to 41624 to opt out of any SMS marketing free of charge or send an email to [popi@junkmail.co.za](mailto:popi@junkmail.co.za) and our team will take the necessary actions.
4. If you've placed an advert on Junk Mail and are receiving responses to it via email or phone, it is not seen as unsolicited communication because receiving these responses is why the advert was placed to start with. This kind of email is seen as a necessary part of the services that we provide to you as our customer/user.
5. We will keep a record of all complaints for a total of five years.

### **Contact the Information Regulator**

General queries: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za)  
Complaints: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)  
Visit the website > [www.justice.gov.za/infoereg](http://www.justice.gov.za/infoereg)



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### **Important links**

[Advertising Policy/Rules](#)

[Acceptable Use Policy](#)

[Privacy Policy](#)

[Security Policy](#)

[Terms of Service](#)

[PAIA Manual](#)