



**SAMVO**

South African Military Veterans Organisation

## **SAMVO Privacy Statement Policy on Member Privacy (v.1. 220116)**

<b>Version</b>	<b>Prepared By</b>	<b>Version Release</b>	<b>Revision Effective Date</b>
3	Veteran AJ Macquet MMM	V220116	Jan 2022
2	Veteran AJ Macquet MMM	V191025	Oct 2019
1	Veteran AJ Macquet MMM	V180603	Jun 2018

### ***SAMVO's dedication, motto and inspiration:***

*This Veteran Organisation, through its subordinate organisations, globally, dedicates itself, in grateful recognition and memory of our countrymen, the Immortal Dead of South Africa, who, at the call of duty, made the supreme sacrifice on the battlefields of Africa, Europe and Asia, on land, at sea and in the air.*

	<b>Regulation Amendment</b>	<b>Page</b>	<b>Para</b>	<b>Effective Date</b>
<b>1</b>	Initial draft drawn up and circulated. Based on feedback some modifications made. Document not released.	Complete document		Not released
<b>2</b>	Improved wording on Jurisdiction and Registered Address provided by our SAMVOA Legal Officer	Page 3	P 4 & 5	Oct2019
<b>3</b>	Converted document from SAMVOINT to SAMVO in line with name change and Website update.	As required		Jan2022

SAMVO is a “closed” organisation and the global body incorporating the following Time Zone Entities:

- SAMVOA - Time Zone 1 – Australasia, South East Asia and Asia
- SAMVOZA – Time Zone 2A – South Africa and Rest of Africa
- SAMVOE – Time Zone 2B – Europe, United Kingdom and Ireland.
- SAMVOTA – Time Zone 3 – North and South America.
  - In each Zone this and countries peripheral to that Entity,

When stating SAMVO in this document, this automatically includes SAMVOA, SAMVOZA, SAMVOE and SAMVOTA.

SAMVO and its subsidiary Entities, SAMVOA, SAMVOZA, SAMVOE and SAMVOTA have always been and will always be committed to protecting and respecting member privacy. This Privacy Policy sets out how this data is to be handled.

This Privacy Policy sets out how SAMVO and all of its subsidiaries and affiliates collect, stores, and handles your personal information.

This SAMVO document also complies with the EU-US Privacy Shield Framework and the Swiss-US Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland.

## Who should read this?

This Privacy Policy Statement (“Privacy Policy”) is for SAMVO Members, who are all South African Military Veterans who have joined a SAMVO Entity by filling in a hard-written (previously) or (currently) an online digital Membership Application form.

## Who we are and what services do we offer?

SAMVO is a single-rank organisation that recognises the important role that all South Africans played, who were either conscripted or volunteered to serve in the SADF and possibly later in the SANDF as well as the SAP /SAPS, Prison Services and SARP. We are a Remembrance organisation and one of the big features of membership is networking, catching up with old mates and making new ones. Our focus remains in Remembrance, Equality, Brotherhood, Respect and Reconciliation.

Financially, SAMVO operates as SAMVOA Limited, as a “Not for Profit” company registered under the Corporations Act 2001, registration number 156 021 340, and taken to be registered in Victoria,

Australia. The company is limited by guarantee and is a public company. SAMVO's auditing address is 16A Solent Crescent, Taylors Lakes, Victoria 3038, Australia.

SAMVO acts as a data controller with respect to the personal data of its members. If you, as a member, have any questions or concerns about your data, please contact our Data Protection Officer on [privacy@samvo.org](mailto:privacy@samvo.org); this email inbox is proactively monitored, so you can confidently expect your query to be addressed. We aim to respond to enquiries within 5 working days, although we will usually get in touch much sooner.

In this document, these and other similar usages of SAMVO are referred to as our Services, and references to "we", "us" and "our" refer to all four subsidiaries as operated by SAMVO.

### **Jurisdiction**

Should any dispute arise concerning this Policy, then the dispute shall be determined exclusive in accordance with the laws of Victoria, Australia. In relation to any such dispute the parties irrevocably agree to submit to the exclusive jurisdiction of any competent Court in Victoria, Australia.

### **Address for Service on SAMVO**

Except as otherwise expressly provided herein, an aggrieved party must serve all notices and or legal documents in writing and in person or by registered post to SAMVO at 104 Bexley Boulevard, Drouin, Victoria 3818, Australia.

## **What personal data we collect about you?**

When you joined a SAMVO Entity, you provide us with certain personal data, which included your private and military service details. The legal basis for us collecting, processing and storing this data is your consent, which you provided on your application.

We divide this data into

- "Required Data" (information essential to join our organisation as shown on our Membership Application Forms),
- "Optional Profile Data" (other information about you that you might supply by email, letter or telephonically and which is not necessarily required in order to be a member) and
- "Publication Data" (information that you provide for the express purpose of publishing on the internet).

Unless expressly mentioned below, all the data you supply may be visible to SAMVO leaders, directly related to you as a member, in order to carry out their functions as leaders. Otherwise, no other visibility is allowed.

### **Required Account Data**

We collect personal data from you so that you can join SAMVO and we don't ask for more data than we need in order to provide our Services to you. The minimum personal data required for us to deliver our Services includes:

- About you:
  - Your Surname
  - You're full first /Christian names.
  - Preferred Name:

- Date of Birth:
- Occupation:
- Contact Details:
  - Residential Address.
  - City:
  - State /Territory.
  - Postal Code.
  - Country.
  - Email address (never revealed to other SAMVOINT users or anonymous internet visitors)
  - Phone number.
- Service Details
  - Force Number.
  - Rank at Discharge.
  - Service Branch.
  - Corps / Unit.
  - Regiments or Units.
  - Years of service, starting with the year you started basics and ending with your last camp, or discharge date.
  - Decorations you might have been officially awarded.
  - Medals you have been officially awarded.
  - Proficiency badges or voluntary service awards you were officially awarded.

In this application you declare that the information you have provided is correct and that you undertake to observe the rules and by-laws of the SAMVO Entity, as applicable at the time.

**It is important to note that you should never claim any medal, award that has not been officially awarded to you, nor should you claim service with a regiment or unit where you have not been on their nominal roll for pay and rations.**

**SAMVO takes our lead from South Africa as well as our host countries, where the penalty for making an incorrect statement on your service or rank, or by wearing unearned medals or insignia, is extremely severe. Anyone who deliberately misleads and poses as a Wannabe will be exposed and go onto the "Wall of Shame".**

### **Optional Profile Data**

SAMVO is committed to assisting our veterans and we are well positioned in terms of medal applications, as we maintain a structured line into SANDF Ceremonial in Pretoria and have set up our SAMVO Medal and Welfare Office in Johannesburg where we track all applications. Despite this, medal applications can still take some considerable time to crystalise. If you wish to follow up on your medals, or apply for one you have earned, please go back onto our Website at [www.samvo.org](http://www.samvo.org); and fill in an application form. Other than for its intended use, no personal information will be made available outside of this immediate use.

For those members domiciled in South Africa who might qualify for benefits under the DMV (Department of Military Veterans) and wish to submit a claim, our office is in a good position to offer advice and even help with documentation to better ensure you receive these. These are also followed up with personal visits to the DMV in Pretoria. Other than for its intended use, no personal information will be made available outside of this immediate use.

SAMVO owns and runs a Safe House Project in South Africa where needy veteran members can seek temporary accommodation whilst their application for Housing Benefits is processed. This benefit takes longer to materialise, hence the need for such a worth project. Names of those assisted in this project will not be divulged unless specific authorization is provided by the veteran concerned.

You may also choose to provide us with extra personal data in order to enhance the way your profile is presented to other SAMVO users or in order to make use of a special service (such as exchanging information or buying merchandise or kit from SAMVO). You can use our regular Services without

providing this data, but if you do provide it, it will be treated with exactly the same care as your other personal data. These kinds of data include but are not limited to:

- Your photo
- Other images that you might upload onto the SAMVO Website or Face Book
- Your province, state or county
- Your phone number (never revealed to other SAMVO users or anonymous internet visitors)
- Your postal address (never revealed to other SAMVO users or anonymous internet visitors)
- Your year of birth or age status (e.g. whether you are over a specified age) (never revealed to other users or anonymous internet visitors)
- Your nationality
- Information you may supply in a support of your request (never revealed to anyone other than SAMVO staff without your permission)
- Your banking details, if you buy a product or kit from us (never revealed to anyone other than SAMVO staff, the relevant payment processor or, if relevant, a third party such as the provider of a prize)

### **Optional Publication Data**

As part of using SAMVO, you may choose to post otherwise private personal information into locations visible either to other SAMVO Website or Face Book users or to anonymous internet visitors. These locations include but are not limited to:

- Comments on a news article
- Welcome notes on pools or clubs that you join.
- Images that you upload
- Message boards
- Chat systems
- On-site articles that you write and which may be forwarded as email newsletters.
- Direct messages with one or more SAMVO users (in this case, your data would be visible only to those users you include on the distribution list)

### **Indirect Data**

Additionally, we will collect indirect information about you as part of providing our Services to you, such as in Medal Applications or Veteran Benefits. Both these services are supported from our SAMVO Office in Johannesburg and frequent visits are made to SANDF Ceremonial and DMV (Department of Military Veterans). Please see “Indirect Collection” and “What we do with your personal information” below for more information on what kinds of data might be collected and used indirectly.

## **How we collect your data;**

### **Direct collection**

At the time you joined SAMVO, you provided us with your contact details and relevant data, along with all your personal information. This is typically done:

- On the Membership Application Form on our website or in our mobile apps
- In the edit account pages and screens on our website, Face Book and apps

### **Indirect collection**

In addition to the information we collect directly from you, we also collect other information necessary for delivering our Services to you and for maintaining the performance of our Services. This

information is collected in ways that are standard industry practice but not necessarily obvious to users without technical knowledge, and which may change from time to time.

### **Account related information**

This is collected in association with you using our Services, such as when you are on our site or app or send information or a customer support request. It includes notes and details around your support requests.

### **Data about Usage of Services**

This data is automatically collected when you use and interact with our Services. It includes log files, metadata, location information and cookie/device IDs. This information includes specific data about your interactions with the features, Internet Protocol (IP) address, information about browser configuration and plugins, browser type and settings, content and links (including those of third-parties, such as social media plugins) contained within the Services, the date and time the Services were used, language preferences and cookie data, information about devices accessing the Services, including type of device, what operating system is used, device settings, application IDs, unique device identifiers and error data, and some of this data collected might be capable of and be used to approximate your location.

### **Data provided by someone else**

Someone else might provide us with personal data about you. For example, if you cannot access your account, you might ask your partner or a friend to write to us to ask us to help you find the account. Typically they would provide your name and email address. In circumstances like these, where others give us information about you, or you provide us with personal information about others, we will only use that information for the specific reason for which it was provided to us.

## **What we do with your personal information**

Member information will never be disclosed to any third party, unless directly related to Veteran Affairs. Any disclosure will be limited to the CMVO (Council of Military Veterans' Organisations of South Africa, Pretoria, South Africa), the DMV (Department of Military Veterans, Pretoria, South Africa) and SAPS (South African Police Services, Pretoria, South Africa). In rare instances limited information may be provided to host country law-enforcement agencies and associated Veteran Organisations relating to your military or police service.

This Privacy Policy Statement ("Privacy Policy") also applies to all non-members, visitors, users and others who might access the Service ("Users") or provide us with information either verbally or in writing and who then give consent to the processing, use and disclosure of your data and other content ("User Content").

We strongly believe in both minimising the data we collect and limiting its use and purpose to only that (1) for which we have been given permission, (2) as necessary to deliver the Services you interact with, or (3) as we might be required or permitted for legal compliance or other lawful purposes. These uses include:

Delivering and updating the Services we provide to you

We also collect various information relating your interactions with our Services. We utilise this information to:

- Enable you to use our Services
- Operate our website and mobile app

- Ensure the security of our Services
- Improve and optimise the operation and performance of our Services (including our websites and mobile applications)
- Diagnose problems with and identify any security risks, errors, or needed enhancements to the Services
- Detect and prevent fraud and abuse of our Services and systems
- Collecting aggregate statistics about use of the Services
- Understand and analyse how you use our Services and what products and services are most relevant to you

Often, much of the data collected is aggregated or statistical data about how individuals use our Services, and is not linked to any personal data, but to the extent it is itself personal data, or is linked or linkable to personal data, we treat it accordingly.

### **Sharing with other users**

A core part of SAMVO is the presentation of some of your data on our website and mobile app: any information you post publicly using our Services (e.g., your public profile, a welcome note for your Club, comments on news articles etc.) will be publicly available to other SAMVO users and others around the world. Also, any communications you have via our Services may reveal your user name, other details about you and the content of any communications by you with other users.

We are not responsible for your use of otherwise private personal information, which you make available via our Services, or the activities of other users or other third parties to whom you give or make available your information. For example, we will never reveal your email address to other users as part of the normal operation of our Services, but we have no control over you choosing to post your email address in a public location such as a message board.

### **Communicating with you**

We may contact you directly or through a third party like your Zone, Region or Club regarding products or services, such as is necessary to deliver transactional or service related communications. We may also contact you with offers for additional services we think you'll find valuable, if you give us consent or where allowed based upon legitimate interests. These contacts may include:

- Email
- Push notifications
- SMS

Our account settings include email preferences so you can enable or disable the different kinds of emails, push notifications and other messages that SAMVO sends to you. To change your preferences, log into your account and access "Email Preferences" under "Your Account". If you have any problems updating your preferences, please contact [support@samvo.org](mailto:support@samvo.org) and we'll help you make sure you only receive the communications that you want to receive.

### **Sharing with trusted third parties**

We may share your personal data with third parties with whom we have partnered to allow you to integrate their services into our own Services, and with trusted third party service providers as necessary for them to perform services on our behalf, such as:

- Communicating with you, such as by email or push notification
- Processing credit card payments (if you buy a SAMVO service or kit, via digital payment services)
- Serving advertisements
- Conducting contests or surveys

- Performing analysis of our Services and customers' demographics
- Customer relationship management

We only share your personal data as necessary for any third party to provide the services as requested or as needed on our behalf. These third parties (and any subcontractors) are subject to strict data processing terms and conditions and are prohibited from utilising, sharing or retaining your personal data for any other purpose than as they have been specifically contracted for (or without your consent).

### **Processing financial transactions**

Financial transactions relating to our Services may be handled by our payment service provider, Pay Pal, or by our bank. We will share transaction data with our payment service providers or bank only to the extent necessary for the purposes of processing your payments, refunding such payments, transferring money to you, and dealing with queries and complaints relating to such payments, refunds and transfers. You can find information about Pay Pal's privacy policy and practices at <https://www.paypal.com/au/webapps/mpp/ua/privacy-full>;

### **Transferring personal data abroad**

The hosting, analytics, email sending and other technical provisions for our website and mobile app are currently situated in Australia. If you utilise our Services from a country other than Australia, your communications with us may result in transferring your personal data across international borders.

Your data may be processed by staff operating outside the EEA who works for us or for one of our suppliers. Such staff maybe engaged in, among other things, delivering our Services to you or the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing.

### **Complying with legal, regulatory and law enforcement requests**

We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (such as subpoena requests), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop activity we consider to be illegal or unethical.

To the extent we are legally permitted to do so, we will take reasonable steps to notify you in the event that we are required to provide your personal information to third parties as part of a legal process.

### **Using website and app analytics**

To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

We use cookies and similar technologies on our website and mobile app to:

- Enable your usage of SAMVO Face Book (SAMVO can't work without some cookies that continue to identify you after you have signed in)
- Record some of your preferences (such as whether you prefer to see all upcoming events)
- Track your browsing behaviour and device type
- Collect various data, including analytics, about how you use SAMVO.



- Localise content to make it relevant to where you are located
- Analyse and improve the performance of our Services

Insofar as these cookies are not strictly necessary for the provision of our Services, we will ask you to consent to our use of cookies when you first visit our website or app.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using this website, you consent to the processing of data about you by Google in the manner described in [Google's Privacy Policy - external site](#) and for the purposes set out above. You can opt out of Google Analytics if you [disable or refuse the cookie](#), [disable JavaScript](#), or [use the opt-out service provided by Google - external site](#).

SAMVO also uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information

### **Third-party websites**

Our website and our mobile applications may contain links to third-party websites. We are not responsible for the privacy practices or the content of third-party sites. Please read the privacy policy of any website you visit.

## **How we use your information.**

In addition to some of the specific uses of information we describe in this Privacy Policy, we may use information that we receive to:

- manage your relationship with SAMVO and to provide you with support;
- help you efficiently access your information after you sign in;
- remember information so you will not have to re-enter it during your visit or the next time you visit the Service;
- monitor metrics such as total number of visitors, traffic, and demographic patterns;
- diagnose or fix technology problems;
- communicate with you by e-mail, postal mail, telephone and/or mobile devices about membership or services that may be of interest to you either from us, or other third parties;
- enforce our rules and by-laws that you have agreed to in order to better manage our organisation and perform functions as otherwise described to you at the time of collection.

## **How can you change or delete the information we hold about you?**

The way to change your information is to log into SAMVO and to resubmit your Membership Application details, stating that this is a data update.

In the near future, we anticipate being able to allow you to go into your own information and to update this accordingly. However, the system may prevent you from deleting information without submitting updated information.

If you would prefer a more direct contact, please contact our helpdesk at [support@samvo.org](mailto:support@samvo.org) and we'll help you.

You may request a copy of the data we hold on our database, which may assist you in making any corrections or updates you may require. If you make a request to delete parts of your personal data and that data is necessary for the products or services you enjoy from SAMVO, the request will be honoured only to the extent it is no longer necessary for any Services purchased or required for our legitimate business purposes or legal or contractual record keeping requirements.

## Your rights

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you. Access to this information will be subject to an administrative fee of AUD \$10 if your request is manifestly unfounded, excessive or repetitive.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for certain data we hold about you to be erased from our records. Erasure will be subject to an administrative fee of AUD \$10 if your request is manifestly unfounded, excessive or repetitive.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation, although the original will be retained by us.
- Right to object – you have the right to object to certain types of processing such as direct marketing, not that we provide marketers with your information.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that SAMVO refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain.

All of the above requests will be forwarded should there be a third party involved in the processing of your personal data. In order to verify your identity, should you request your data or information about your data, we may ask for a copy of your passport, driving licence, national identity card or birth certificate.

## How we take care of your data

All information you provide to us is stored on our secure servers or those of our trusted partner services. We implement appropriate, generally accepted technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction or damage, including encryption where appropriate. Unfortunately, the transmission of information via the Internet is not completely secure. We will do our best to protect your personal information, but we cannot guarantee 100% security of your data transmitted to our servers; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security to prevent unauthorised access to our servers.

## Security measures to protect your information

We use commercially reasonable safeguards to help keep the information collected through the Service secure and take reasonable steps (such as requesting a unique password) to verify your identity before granting you access to your account. However, SAMVO cannot ensure the security of

any information you transmit to SAMVO or guarantee that information on the Service may not be accessed, disclosed, altered, or destroyed.

Please do your part to help us. You are responsible for maintaining the secrecy of your unique password and account information, and for controlling access to emails between you and SAMVO, at all times. Your privacy settings may also be affected by changes to the social media services you use to connect to SAMVO. We are not responsible for the functionality, privacy, or security measures of any other organisation that SAMVO does not control.

## Your account information and profile/privacy settings:

Update your email communications preferences at any time by clicking on the link in any marketing communication you receive from us and changing your profile settings.

Unsubscribe from email communications from us by clicking on the “unsubscribe link” provided in such communications. As noted above, you may not be able to opt out of Service-related communications (e.g., membership verification, kit or product purchase and reminders, changes/updates to features of our Service, technical and security notices).

## How long do we retain your data?

We will retain your personal data for as long as is necessary to provide the Services you have requested and thereafter for a variety of legitimate legal or business purposes. These might include retention periods:

- mandated by law, contract or similar obligations applicable to our business operations;
- for preserving, resolving, defending or enforcing our legal/contractual rights;
- required to maintain adequate and accurate business and financial records.

## Children’s Privacy

During the period to October 2019, under our Junior Family Membership category, SAMVO has collected and holds information of children between the ages of 8 and 16. In terms of Privacy, such information would have been submitted by a parent or guardian in the first instance. Under no circumstance will SAMVO divulge or pass on any information on a child, and such information can be deleted at the specific request of the parent or guardian.

In terms of SAMVO policy, Junior Family members are required to have a parent present who will be solely responsible for them and accompany them to all events and functions. When attending events, the member will hold the necessary permissions and clearances for attendance at all times.

As from October, 2019, this category of membership has ceased and no further applications will be accepted. Those members still under 16 years of age and on strength, will continue as members until their 16<sup>th</sup> birthday.

## How to contact us about a deceased Member;

In the event of the death of a SAMVO Member, please contact us at [privacy@samvo.org](mailto:privacy@samvo.org). We will usually conduct our communication via email; should we require any other information, we will contact you at the email address you have provided in your request.

SAMVO places much emphasis on meeting the wishes of their veterans and their families at the time of a veteran passing to higher order. Veteran funerals may either be requested by the family or offered to the family. It is an integral part of the responsibilities of veterans' organisations to conduct veteran funerals in a way that meets the wishes of the deceased Member and takes military customs and practices into consideration, but also seeks to support and comfort the relatives and friends of those who have passed away.

It is recognised that the wishes of the family should always be taken into account when veterans' organisations are asked to organise or be involved in funerals. Whatever the level of participation by SAMVO members, the family should be thoroughly briefed on what military ceremonial will be included in the service, as this is likely to be strange to them.

## Changes to our Privacy Policy

SAMVO may modify or update this Privacy Policy from time to time by publishing a new version on our website and in our mobile app, so please review it periodically. We may provide you additional forms of notice of modifications or updates as appropriate under the circumstances. Your continued membership of SAMVO, after any modification to this Privacy Policy, will constitute your acceptance of such modification.

## Definitions

"Personal Data" means information that (1) is transferred from the EU/EEA or Switzerland to the United States; (2) is recorded in any form; (3) is about, or pertains to a specific individual; and (4) can be linked to that individual.

"Sensitive Personal Information" means personal information that reveals military service, Operations as well as race, ethnic origin, sexual orientation, political opinions, religious or philosophical beliefs, trade union membership or matters that concerns an individual's health.

## How you can contact us or a regulatory body?

We hope this notice has helped you to understand how and why we collect and process your personal data to enable you to benefit from your membership of SAMVO.

If you have a query or wish to make a complaint about how your personal data is being processed by SAMVO (or third parties as described above) please contact our Data Protection Officer at [privacy@samvo.org](mailto:privacy@samvo.org). This email address is actively monitored and we aim to respond to all requests within 5 working days.

In terms of Regulatory Offices, the role of information commissioner differs from nation to nation. Most commonly it is a title given to a government regulator in the fields of freedom of information and the protection of personal data in the widest sense. The office often functions as a specialist ombudsman service.

**SAMVOA**; Members living within this SAMVO Entity may direct questions or complaints to our supervisory authority in the Australia or New Zealand:

- Australia
  - Office of the Australian Information Commissioner, Level 3, 175 Pitt Street, Sydney, NSW 2000. Phone: 1300 363 992
  - **Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
  - **Fax:** +61 2 9284 9666
  - **Post:** GPO Box 5218, Sydney, NSW. 2001

- New Zealand
  - Office of the Privacy Commissioner, PO Box 10 094, The Terrace, Wellington 6143  
**Fax:** (04) 474 7595
  - Wellington: Level 8, 109 – 111 Featherstone Street, Wellington: (04) 474 7590
  - Auckland: Level 13, 51 – 53 Shortland Street, Auckland: (09) 302 8680

SAMVOZA: Members living within this SAMVO Entity may direct questions or complaints to our supervisory authority in South Africa:

- **The Information Regulator (South Africa): Website [www.justice.gov.za/inforeq/](http://www.justice.gov.za/inforeq/)**
  - Main areas of responsibility. The Information Regulator is empowered to:
    - Monitor and enforce compliance by public and private bodies with the provisions of the Promotion of Access to Information Act 2000 and the Protection of Personal Information Act 2013.
    - Issue codes of conduct for different sectors.
  - Online resources: **Website [www.justice.gov.za/legislation/acts/acts\\_full.html](http://www.justice.gov.za/legislation/acts/acts_full.html)**
    - Description. This is a website of the Department of Justice and Constitutional Development that provides texts of acts and statutes administered by the department, including the Protection of Personal Information Act 2013.
    - **Website [www.justice.gov.za/inforeq/index.html](http://www.justice.gov.za/inforeq/index.html)**
    - Description. The website of the Information Regulator.
      - Establish guidelines on the development and application of codes of conduct.

SAMVOE: Members living in Europe may direct questions or complaints to the General Data Protection Regulation (GDPR), you may direct questions or complaints to the supervisory authority in the United Kingdom, being the Information Commissioner's Office (ICO):

- United Kingdom:
  - **Information Commissioner's Office (ICO)**, Wycliffe House, Water Lane, Wilmslow, SK9 5AF, United Kingdom. +44 303 123 1113

SAMVOTA:

- United States of America:
  - **Federal Trade Commission (FTC) Website [www.ftc.gov](http://www.ftc.gov)**
    - The FTC enforces the FTC Act, various rules and guidelines relating to commerce and privacy.
  - **Department of Health and Human Services (HHS) Office of Civil Rights: Website [www.hhs.gov/ocr/privacy/index.html](http://www.hhs.gov/ocr/privacy/index.html)**
    - The HHS Office of Civil Rights enforces HIPAA.
  - **The California Attorney General: Website <http://oag.ca.gov/>**
    - The California Attorney General enforces all California laws including laws relating to commerce and privacy.
- Canada:
  - **Office of the Privacy Commissioner of Canada:**
  - Office of the Privacy Commissioner of Canada.
    - 30 Victoria Street, Gatineau, Quebec K1A 1H3
    - Toll-free: 1-800-282-1376
    - Phone: (819) 994-5444
    - TTY: (819) 994-6591