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Mott MacDonald South Africa Privacy and Data Protection Manual

PAIA 2000 & POPIA 2013

20 October 2023

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Executive summary

Mott MacDonald's approach to the processing of Personal Information is always consistent with our [Privacy and data protection policy](#); the commitments set out in [Our Code](#); and [our values](#) of respect, integrity and excellence. We also comply with any relevant legal obligations that apply in the jurisdictions where we operate.

This manual can be used by members of the public to (1) identify who to contact to request access to the Personal Information Mott MacDonald holds about them and (2) locate the privacy notice most relevant to their relationship with Mott MacDonald, which will provide information about the processing of their personal information.

Our Privacy and data protection policy, and most of the privacy and data protection laws applicable to Mott MacDonald, requires Personal Information to be:

- Processed lawfully, fairly and in a transparent manner;
- Collected only for specified, explicit and legitimate purposes;
- Adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed;
- Accurate and where necessary kept up to date;
- Not kept in a form which permits identification of Individuals for longer than is necessary for the purposes for which the data is Processed; and
- Processed in a manner that ensures its security using appropriate technical and organisational measures to protect against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

Mott MacDonald is committed to meeting its legal and regulatory obligations under privacy and data protection laws and respecting the rights of the individuals whose Personal Information we process.

1 About Mott MacDonald

Mott MacDonald are a global engineering, management and development consultancy. We operate five legal entities registered in South Africa, all of which are listed [here](#) on our website (www.mottmac.com).

As part of our work in South Africa we're supporting the Department of Health to implement universal free healthcare. We are also empowering community caregivers to support vulnerable children through training in child protection, psychosocial support and supportive supervision skills and supporting the Department of Social Development to improve services and community level outcomes for children made vulnerable by AIDS, abuse, neglect and exploitation. We also manage the UNAIDS Technical Support Facility that provides high-quality short-term expertise in HIV and AIDS to 21 countries in Southern and Eastern Africa.

Further information about Mott MacDonald's global operations can be found on [our website](#).

Contact Details of our Information Officer (South Africa)

Amandeep Sharma
1st Floor, Lady Brooks Building No 14,
12th Street Corner Charles and Brooklyn Streets,
Menlo Park Pretoria 008.

Email: Amandeep.Sharma@mottmac.com
Phone: +27 12 750 0632

Contact Details of our Group Managing Director

Cathy Travers
c/o 1st Floor, Lady Brooks Building No 14,
12th Street Corner Charles and Brooklyn Streets,
Menlo Park Pretoria 008

Email: privacy@mottmac.com
Phone: +44 11 7906 9500

2 About this Manual

Description of the guide

This manual can be used by individuals to better understand the Personal Information processed by the [entities that make up the Mott MacDonald Group](#), including in South Africa, and outlines the process for requesting access to their personal information.

Individuals can find the privacy notice most relevant to them on the privacy and data protection section of our website (www.mottmac.com/privacy), which will contain further information about our processing of their personal information.

In certain locations, there may be differences in the way we collect and use Personal Information due to local legal requirements or the way that Mott MacDonald operates. If that is the case, we will notify the individual in a supplementary privacy notice.

By viewing [Our Policies](#) you will be able to read the key policy statements of the Mott MacDonald Group, setting out our commitment, responsibility and approach. This includes our Privacy and Data Protection Policy outlining the key elements and purpose of our privacy and data protection framework.

An individual has the right to request access to the Personal Information that Mott MacDonald, as the responsible party, processes about them. They can submit a request via the individual rights request form linked to in all the privacy notices on our [website](#). Alternatively, they can contact our Information Officer directly using the details provided in section one of this manual.

3 Definitions

- "Individual" means the person to whom Personal Information relates
- "Information Officer" means the person based in South Africa acting on behalf of Mott MacDonald's Group Managing Director
- "Personal Information" means information relating to an identifiable, living, natural person
- "Responsible party" means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing Personal Information
- "PAIA" means Promotion of Access to Information Act 2 of 2000
- "POPIA" means the Protection of Personal Information Act 4 of 2013

4 About our personal information processing

Individuals can locate all relevant privacy notices quickly and easily on our website: www.mottmac.com/privacy. Depending on their relationship with Mott MacDonald they will be able to view the privacy notice most applicable to them.

Alternatively, they can contact our Information Officer directly using the details provided in section one of this manual to request a copy of any of the privacy notices.

Mott MacDonald's purposes of processing as the responsible party

Mott MacDonald will process the personal information, that we collect for our own purposes (as the 'responsible party'), for various reasons including but not limited to complying with laws and regulations, people management and business operations, complying with our contractual obligations, and promoting our business. Individuals can find further information about the Personal Information we process in the privacy notices referenced above.

Categories of Personal Information and associated individuals

Depending on the relationship between the individual and Mott MacDonald, we process a variety of categories of personal information. This includes but is not limited to general Personal Information (for example, name and address) and special Personal Information (for example, health data or religious beliefs). Further information related to the relationship between the individual and Mott MacDonald can be found in the respective privacy notice on our [website](#).

Categories of recipient with whom we may share Personal Information

We are a global business that adapts our operating model to meet the ever-changing needs and expectations of our clients. To meet those requirements and to comply with our wider legal and regulatory obligations, it is possible that some Personal Information may need to be shared with the following categories of recipient:

- Clients and business partners
- Regulatory authorities
- Law enforcement agencies
- External service providers

Transborder flows of Personal Information

Mott MacDonald is a global business, and our clients and trusted business partners (including service providers and suppliers) are located all over the world. This means that Personal Information may need to be accessed, stored, used, handled, or otherwise processed in countries outside of South Africa. Before sharing the Personal Information across international borders, we ensure that appropriate safeguards are in place and that individuals' privacy and data protection rights are protected. Those safeguards will normally include data encryption, role-based access permissions, and legal agreements that ensure adequate protections in the recipient country. Any

international transfers of Personal Information within the Mott MacDonald group of companies are governed by a set of 'intra-group' standard contractual clauses signed by the statutory directors of the respective legal entities.

The information security measures that we use

Mott MacDonald is committed to maintaining robust information and cyber security arrangements in accordance with our [Information Security policy](#). All Mott MacDonald company and client information (including personal information) is treated as confidential and is not made available or disclosed to, any individuals not authorised to access/receive it. Our treatment of information security risk is embedded into all of our activities and is supported by our [Business integrity policy](#), [Risk management policy](#) and [Our Code](#). We ensure appropriate security is in place for the information we hold, including the security of our offices and the storage of archived information.

Mott MacDonald operates a robust and secure data and communications network managed in accordance with ISO/IEC 27001. All digital Personal Information is stored on secure access controlled (physical and logical) IT systems. These are hosted within secure network and data centre environments protected by intrusion detection technologies and subject to regular penetration testing. Servers within these data centres are fully replicated with backup and failover facilities provisioned in geographically isolated locations to minimise business continuity risks.

We recognise that our people are one of our most effective lines of defence when identifying and mitigating both cyber and physical security risks. We therefore put great emphasis on training our people and leading by example to ensure the appropriate security behaviours are understood and observed. A full risk assessment of all data and IT systems is performed annually and targeted risk assessments are carried out before: (1) any significant changes to our systems are implemented; and (2) any new systems are deployed.

5 Access to information forms

The Information Regulator has issued the following template forms to facilitate the right of access to information:

- [Request for access to record](#)
- [Outcome of request and of fees payable](#)

Please contact our Information Officer if you need any assistance when completing a request for access to your personal information.

