

Guidelines on Communicating POPIA Requirements to Parents & Guardians

Purpose of this Guide:

To help service providers explain POPIA requirements in *plain language* when collecting or handling children's personal information, especially when engaging with guardians or parents.

Key Principles to Communicate

1. What is POPIA?

POPIA is a South African law that protects you and your child's personal information. It tells us how we must collect, store, and use your child's details safely and legally.

2. Why We Collect Your Child's Information

We only ask for information we need. This might include your child's name, age, school, health details, or contact info—to offer the service or support you've signed up for.

3. How We Protect It

We promise to keep your child's information safe and secure. We won't share it without your permission unless the law says we must.

4. Your Rights as a Parent/Guardian

- You can ask what information we have about your child.
- You can ask us to fix it if it's wrong.
- You can ask us to delete it if we no longer need it.
- You can say **no** if you don't agree with us using the information.

5. Giving Consent

Before we collect or share your child's info, we will always ask for your *clear permission* (this is called "consent"). You have the right to understand what you agree to.

Tips for Communicating with Parents/Guardians

- **Use simple, everyday language.** Avoid legal jargon.
Example: Instead of “processing personal data,” say “using your child’s information.”
 - **Speak in the local language if possible.** In the Northern Cape, this may include Afrikaans, Setswana, or isiXhosa.
 - **Be open and respectful.** Let parents ask questions and take time to explain.
 - **Provide written notices** in a clear format (e.g. consent forms, privacy notices) and offer to read them out if needed.
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Example Explanation to a Parent:

“We are asking for your permission to collect your child’s name and medical info so we can keep them safe during our program. We will only use it for this purpose and keep it private. You can ask us to show you what we have or tell us to remove it anytime.”

Questions?

Let parents know how to reach your POPIA or privacy officer. Include a phone number or email for support.