

POPIA MANUAL

Internal and public summary of personal-information processing controls

Document details	Information
Responsible party / body	Beekarun, Gopichund & Associates Inc.
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Last updated	18 May 2026

1. Purpose and Scope

This manual describes how Beekarun, Gopichund & Associates Inc. gives effect to POPIA and the eight conditions for lawful processing. It applies to website visitors, prospective clients, clients, employees, contractors, suppliers and other data subjects whose personal information is processed by the firm.

2. Information Officer

The Information Officer is Yasthil Beekarun, reachable at info@bgainc.co.za, 031 942 3655 / 031 492 9339, 2nd Floor, 28 Meridian Drive, Umhlanga, 4319. The Information Officer is responsible for encouraging compliance with POPIA, handling requests from data subjects, working with the Information Regulator and maintaining this manual.

3. The Eight Conditions for Lawful Processing

3.1 Accountability

The firm accepts responsibility for processing personal information lawfully and maintaining reasonable compliance measures, policies, safeguards and staff awareness.

3.2 Processing Limitation

We collect only information that is adequate, relevant and not excessive for a lawful purpose, and we process it in a manner that respects privacy and professional confidentiality.

3.3 Purpose Specification

- Legal consultation preparation and matter management.
- Client communication and service delivery.
- Conflict checks, FICA/client due diligence and risk assessment.
- AI-assisted intake triage, subject to attorney review.
- Trust accounting, billing, audit and file administration.
- Compliance with law, professional rules and regulatory obligations.

- Anonymised website analytics and website security.

3.4 Further Processing Limitation

We do not further process personal information in a way incompatible with the purpose for which it was collected. We do not sell, rent or trade personal information.

3.5 Information Quality

We take reasonable steps to keep personal information accurate, complete and not misleading. Clients and other data subjects should notify us of changes or inaccuracies.

3.6 Openness

We maintain public privacy documents, including this manual, the Privacy Policy, Cookie Policy and PAIA Manual. We explain collection purposes at the point of collection where appropriate.

3.7 Security Safeguards

- SSL/TLS encryption for website traffic.
- Authenticated admin access and role-based access controls.
- Need-to-know access to matter information.
- Secure database and hosting arrangements.
- Reasonable staff, administrative and technical safeguards.
- Incident-response process for suspected security compromises.

If there are reasonable grounds to believe that personal information has been accessed or acquired by an unauthorised person, the firm will notify the Information Regulator and affected data subjects as required by section 22 of POPIA, unless lawful delay applies.

3.8 Data Subject Participation

- Request confirmation of whether we hold personal information about them.
- Request access to personal information.
- Request correction or deletion, subject to legal retention obligations.
- Object to processing in appropriate circumstances.

4. Categories of Data Subjects and Personal Information

Data subject category	Information processed
Prospective clients	Name, contact details, matter summary, parties involved, urgency, preliminary documents.
Clients	Identity and contact details, FICA documents, matter records, correspondence, billing and trust-account records.
Website visitors	IP address, device / browser data, pages visited, cookie data and analytics information.
Employees / contractors	Employment records, contact details, tax and payroll information, leave records, disciplinary records and banking details.
Suppliers / correspondents	Contact details, service records, invoices and payment information.

5. Operators and Third Parties

Operator / recipient	Purpose
Google Gemini / Google LLC	AI-assisted intake triage and internal administrative summaries.
Website/database hosting provider	Website, intake and data-storage infrastructure.
Google Analytics	Anonymised website usage analytics.
Email / SMTP provider	Notification and correspondence delivery.
Auditors, counsel, courts, regulators and correspondents	Professional, legal, regulatory and service-delivery purposes.

Operators are required to protect personal information through confidentiality, security and data-processing safeguards appropriate to the services provided.

6. Cross-Border Transfers

Some operators may be located outside South Africa. The firm will only transfer personal information cross-border where permitted by POPIA, including where the recipient is subject to adequate protections, the data subject has consented, the transfer is necessary for contractual purposes, or another lawful ground applies.

7. Complaints

Privacy complaints may be directed to Yasthil Beekarun at info@bgainc.co.za. Data subjects may also complain to the Information Regulator at complaints.IR@justice.gov.za or visit www.inforegulator.org.za.

8. Review

This manual is reviewed at least annually and whenever there are material changes to processing activities, law, systems or operators.