



POPIA PORTAL

POPIA FORUM USER RULES OF ENGAGEMENT

1. WHAT THE ENGAGEMENT RULES ARE ABOUT

The Juta POPIA Forum is a platform for Users to ask experts in POPIA, data privacy and information security management questions on issues they are having in these areas. Users can also post on discussion threads relating to a question another User has asked an expert, share opinions and engage on data privacy and related issues.

We want this to be a vibrant, online community for discussing data privacy issues and encourage active participation from all our Users. We have set out these User Rules of Engagement ('the Engagement Rules') to ensure this. The purpose of the Engagement Rules is to let you know what is expected of you and what you can expect from others when interacting on the Juta POPIA Forum.

2. WHO DO THE ENGAGEMENT RULES APPLY TO

The Engagement Rules apply to all persons using the POPIA Forum, including registered Users of the Juta POPIA Portal and experts.

3. HOW COMPLIANCE IS MONITORED

The POPIA Forum Moderator monitors compliance with the Engagement Rules. The Moderator will:

- Review POPIA Forum posts for compliance with the Engagement Rules before the post goes 'live', and decide on whether to allow the post to be published or not within 24 hours; and
- Investigate a matter if you feel that another User has not complied with the Engagement Rules.

Additionally, the Website Owner may request that the POPIA Forum contribution be moderated if the Website Owner feels that the contribution may not comply with the Engagement Rules.

Moderators are independent of the Website Owner. Moderators do not have access to User information processed by the Website Owner when a User subscribes to the POPIA Portal. Moderators can only view a User's text or image-based contributions to the POPIA Forum for the express purposes of moderating those elements for compliance with the Engagement Rules.

4. HOW TO REPORT ANY ALLEGED NON-COMPLIANCE

If you feel a username, comment, or contribution on the POPIA Forum does not comply with the Engagement Rules, you can alert the POPIA Forum Moderator. Simply click on the 'Report' button, and you can escalate the issue to the Moderator. Alerting the Moderator will not reveal your identity to any persons involved in the issue you are escalating.

5. CONSEQUENCES OF NON-COMPLIANCE

Non-compliance with the Engagement Rules will be dealt with as follows:

- Removal of comments or posts: The POPIA Forum Moderator can remove any POPIA Forum comment or post which does not comply with the Engagement Rules.
- Change of Username: The Moderator will review every Username submitted. If the Moderator believes that your Username does not comply with the Engagement Rules, the Moderator will change your Username and inform you of this. You can later change your Username to something which complies with the Engagement Rules through your participation profile.
- Temporary Suspension: Any User who repeatedly and flagrantly does not comply with the Engagement Rules (e.g., a User who repeatedly and flagrantly changes their Usernames in breach of the Engagement Rules) may have access to the POPIA Forum suspended for a period of up to one week. The suspension period will reflect both the severity and consistency of the non-compliance.
- Permanent Blocking: Any User who continues to not comply with the Engagement Rules following reinstatement after a period of suspension (e.g., a User who continuously violates



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the Engagement Rules relating to Usernames) may have their access to the POPIA Forum permanently blocked.

- Automatic Blocking: Any User who posts or links to inappropriate, offensive, or illegal material in the POPIA Forum will be immediately blocked from the POPIA Forum.

6. MODERATION DECISION COMPLAINTS

You may disagree with a moderation decision made by the Moderator concerning a Username or User contribution to the POPIA Forum.

In such instances, you may indicate to us why you think the Username or User contribution in question complies with the Engagement Rules by contacting the Moderator directly at popiamoderator@juta.co.za. Please don't raise complaints about moderation decisions on the POPIA Forum itself, as it disrupts the flow of any discussion.

In some cases, the Moderator may refer your complaint about a moderation decision to the Website Owner for a final decision.

7. THE ENGAGEMENT RULES

7.1 Usernames

- Usernames should not be defamatory, obscene, or include language which could be deemed offensive. This includes the creative use of characters and symbols to hide explicit content.
- Usernames must not be URLs or web addresses.
- You are not required to choose a Username to be able to post on the POPIA Forum or ask an expert a question. You can participate in the POPIA Forum as 'anonymous'.

7.2 Misrepresentation

- Users must not pose as other members of the public, elected officials, moderators, website administrators, or employees from affiliated organisations.

7.3 Confidentiality

- Never post personal information about yourself or another person. This includes identifying any User by their real name if they have not disclosed it on the POPIA Forum.
- You are solely responsible for ensuring that anything you post does not contain information that may be deemed confidential or personal information by a third party. This includes any proprietary information, trade secrets, information identifying or relating to an individual, or any other information deemed confidential or personal.

7.4 Keep it courteous

- Users must not defame any person, organisation, institution, or entity. A comment or post is defamatory if it lowers or harms the reputation of a person, organisation, institution, or entity. The POPIA Forum is not the place to insult anyone or accuse anyone of wrongdoing or incompetence.
- Users must not post anything that could be considered intolerant of another person's race, culture, appearance, gender, sexual preference, religion, or age.
- Users must not be obscene and use foul language. Disguising swear words by deliberately misspelling them does not make them less offensive.
- Users must use emojis or images to convey inappropriate meanings.
- Users must not post or link to any inappropriate, offensive, or illegal material.
- Users must not promote self-harm, suicide, violence, or criminal activity of any kind.
- Users must not be 'trolls'. Trolls intentionally incite annoyance or offence. They do not participate constructively in the discussion and do not add any value to the debate.
- Users must respect the views of other Users and experts even if they disagree with you. Users must not harass or insult other Users or experts.



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- Users must turn off the 'CAPS LOCK' when posting in the POPIA forum. Writing in ALL CAPS is the equivalent of SHOUTING and can offend other Users or experts.

7.5 Keep it spam-free and secure

- The POPIA Forum is not intended to be a platform for promoting third-party services, products, websites, or organisations.
- Users must not post content that could constitute advertising, junk mail, spam, chain letters, or any other form of solicitation.
- Users must not deliberately disrupt discussions with repetitive messages, meaningless messages, or 'spam'.
- Users must not post or submit anything that contains viruses or cancel bots, Trojan horses, harmful code, or other computer software programs designed to interrupt another User's participation in or enjoyment of the POPIA Forum.

7.6 Keep it original

- Users must not post copyrighted material or content without permission for the content owner. Copyright infringement and the protection of intellectual property rights will be taken very seriously.

7.7 Keep it relevant

- The POPIA Forum is specifically provided to allow Users to ask experts questions on POPIA and other data privacy or information security management matters.
- Users must not use the POPIA Forum to post about topics unrelated to POPIA, data privacy or information security management in general and not veer off-topic in a discussion thread.
- Users should read through other User comments on an issue first before getting involved in the discussion.
- Users must keep their dialogue constructive when debating issues with other Users or experts. It is perfectly fine to have differences of opinion, but do not disagree merely for the sake of disagreeing,

7.8 Be discretionary

- Users are responsible for deciding whether to follow any recommendations or suggestions provided by another User. If the recommendation or suggestion provided by another User sounds wrong to you, do not follow it.

7.9 Turn-around times

- Experts will respond to questions posted on the POPIA Forum within 48 business hours, unless circumstances, such as the time of posting, holidays, etc, do not permit this.