

# Background Checks

## FOR RESIDENTIAL ESTATES



### HOMEOWNERS AND OCCUPANTS

This would depend on the agreement between the estate and the homeowners.



### EMPLOYEES

*(to be implemented according to the level of risk of the employee)*

- Verification of ID
- Criminal record check
- Credit check *(in the case of a position related to finance)*
- Social Media Risk Assessment
- Integrity Assessment
- Skills Assessments
- Reference check
- Verification of bank account details
- Drivers license verification



### CONTRACTORS & REGULAR SERVICE PROVIDERS INCLUDING ESTATE AGENTS

- Criminal record check
- Reference check
- Relevant industry registration and competency assessments; security officers must be registered with PSIRA
- Verification of bank account details



### TENANTS & OCCUPANTS

- Criminal record check
- Tenant Payment Profile
- Social Media Risk Assessment
- Reference check



### DOMESTIC WORKERS

- Verification of ID / passport
- Verification of work permit / asylum certificate if necessary
- Criminal record check
- Reference check



### TRANSIENT GUESTS

- Verification of ID
- Social media risk assessment
- Verification of vehicle registration number



### DELIVERY / COURIER DRIVERS

*(try to establish a bank of regular drivers)*

- Verification of ID
- Criminal record check

# Compliance

## FOR SCREENING COMPANIES IN SOUTH AFRICA

### **PROTECTION OF PERSONAL INFORMATION ACT (POPIA)**

Compliance with POPIA requires background check companies to obtain informed consent from individuals before collecting and processing their personal information. They must also ensure the security and confidentiality of this data.

### **DATA SECURITY AND RETENTION**

Implement strong data security measures to protect personal information and establish policies for the retention and secure disposal of background check records.

### **NATIONAL CREDIT ACT (NCA)**

If your background check company includes credit checks in its services, you must adhere to the NCA's requirements, including obtaining consent and providing consumers with access to their credit reports.

### **REGULAR AUDITS AND REPORTING**

Periodically audit your practices to ensure compliance and be prepared to report on your compliance efforts as required.

### **FAIR CREDIT REPORTING**

Similar to the United States' Fair Credit Reporting Act (FCRA), South Africa has its own requirements for fair credit reporting. Background check companies must provide consumers with copies of their credit reports upon request and follow the procedures for handling disputes.

### **REGULATORY AUTHORITIES**

Depending on the nature of your background check services, you may need to register with or obtain licenses from regulatory authorities. For example, the National Credit Regulator (NCR) oversees credit reporting agencies, and the Private Security Industry Regulatory Authority (PSIRA) governs security-related checks.

### **TRAINING AND COMPLIANCE PROGRAMS**

Ensure that your employees are trained on compliance requirements and regularly update them on changes in relevant laws and regulations.