



WhatsApp Group Code of Conduct & POPIA

“Look, that's why there's rules, understand? So that you think before you break 'em.”
— Terry Pratchett, *Thief of Time*

A WhatsApp group has been created for Grain SA members to stay in contact with each other about things pertaining to Grain SA and grain production in general – related to your area. The intention is to create a positive and pleasant experience for all members. Please remember that this group is not the platform for expressing personal opinion, unless asked to provide feedback. We are all here to help each other and keep each other informed, not vent and undermine each other.

For this form of communication to stay effective and positive for all members, the below rules must be adhered to by everyone on the WhatsApp group. Violating these rules will lead to group removal, at the discretion of the group administrator.

Good practice:

- When replying to a specific comment from a person, use the “reply” function to make sense of your comment and avoid confusion.
- Refrain from sending voice notes.
- Post your message in one single piece of text, don't post every word or sentence in a new message.

Rules:

- **Be Respectful:**
 - You may not use threatening, abusive, defamatory, vulgar, obscene, hateful, racially or ethnically offensive language and swearing is not allowed. Terms and comments of a sexual nature are not allowed. If you are unsure if a comment is appropriate, rather not post it.
 - NO jokes, religious comments (regardless of intention), hate speech, racism, politics, adult material or anything that may be considered controversial, offensive or hurtful to anyone is allowed.
 - Personal attacks (verbal or otherwise) against any person, inside the group or out, will NOT be tolerated.
 - NO advertising will be allowed on this group unless approved by admins. Only admins may post the advertisement.
 - No arguing, no heated opinions, no fear mongering, no hyped up drama, no fake news. Check your sources before you share.
 - Do not have one-on-one conversations in the group. Switch to private messages.
- **Be Relevant:** If you are part of an “open” group, keep chat pertaining to grain related topics. Non-related topics or personal chat can be done privately. We don't want to flood the channel.
- **Be Reasonable:**
 - Don't send messages late at night or in the early morning hours unless it is an emergency that everyone should be aware of.
 - Please remember that admins may not always be able to respond immediately and that they will as soon as they can.

Due to circumstances and incidents, these rules may be amended and changed from time to time. Group members will be advised of these changes. By remaining on the group you will be considered as having read, understood and agreeing to these changes.

- Admins reserve the right to remove members who won't adhere to these rules and/or Admins' instructions.
- If a group member has been warned about behaviour on the group before, they may be removed without notice if the offence is repeated or any other offence is committed.
- If in doubt, contact the group admin.

POPIA:

The Protection of Personal Information Act, 4 of 2013 ("POPIA"), was effective as of 30 June 2021. We take the protection of your personal information seriously and therefore GRAIN SA/GRAAN SA would like to assure you of the following:

If you no longer wish to receive communication from us, or be part of the group you can leave the group.

Please be assured that none of your data is shared or sold to third parties, it is safely guarded and will only be used for its intended purposes.

If you need more information or have any questions, please send an email to alzena@grainsa.co.za



WhatsApp Groep Gedragskode & POPIA

“Look, that's why there's rules, understand? So that you think before you break 'em.”

— Terry Pratchett, Thief of Time

Die WhatsApp groep is gestig vir Graan SA lede om in kontak te bly met mekaar oor onderwerpe wat met Graan SA te doen het asook met graanproduksie oor die algemeen – die inligting wat gedeel word is spesifiek tot jou streek. Die voorneme is om 'n positiewe en aangename ondervinding te skep vir alle lede. Ons is almal hier om mekaar te help en ingelig te hou, nie om uitlatings te maak en mekaar te ondermyn nie.

Vir hierdie vorm van kommunikasie om effektief en positief te bly vir alle lede, vra ons dat die onderstaande reëls deur almal gehoorsaam moet word. Indien hierdie reëls oortree word sal die betrokke lede van die groep verwyder word deur die groepsadministreerder.

Goeie praktyk:

- Wanneer jy 'n op spesifieke boodskap antwoord gebruik asb die *reply* funksie om seker te maak jou antwoord maak sin en veroorsaak nie enige verwarring nie.
- Moenie *voice notes* stuur nie.
- Plaas jou hele boodskap in 'n enkele teks, moet asseblief nie elke woord of sin in 'n nuwe teks blokkie plaas nie.

Reëls:

- **Respek**
 - Geen kommentaar van 'n dreigende, beledigende, lasterlike, vulgêre, onweloweglike, haatlike, rassistiese of etnies aanstootlike aard sal geduld word nie en geen vloekwoorde word toegelaat nie. Opmerkings van 'n seksuele aard word nie toegelaat nie. Indien jy onseker is of 'n boodskap gepas is, moet eerder dit nie op die groep plaas nie.
 - Geen grappe of geloofverwante opmerkings word toegelaat nie (ongeag van die bedoeling), geen haatspraak, rassisme, politiek, volwasse materiaal of enige inligting wat as kontroversieel of moontlik aanstootlik beskou kan word mag geplaas word nie.
 - Persoonlike aanvalle (verbaal of andersins) teen enige persoon, lid van die WhatsApp groep of nie, sal verdra word nie.
 - Geen advertensies is toelaatbaar nie, tensy dit goedgekeur word deur die admins. Net admins mag advertensies op die groep plaas.
 - Geen fopnuus word toegelaat nie. Verifieer asseblief alle bronne voor jy iets plaas.
 - Geen persoonlike, een tot een gesprekke in die groep nie asseblief. Skuif eerder die gesprek na 'n private gesprek met die betrokke lid.
- **Wees Relevant** Indien jy deel is van 'n 'oop groep', hou asseblief alle boodskappe relevant tot onderwerpe wat met Graan SA te doen het. Irrelevante onderwerpe of persoonlike gesprekke moet asseblief deur private boodskappe geskied.

- **Wees Redelik**

- Moenie boodskappe laat saans of gedurende die vroeë oggendure stuur tensy dit 'n noodgeval is waarvan almal bewus moet wees nie.
- Onthou admins is nie altyd dadelik beskikbaar om aandag aan boodskappe te skenk nie, hulle sal so gou moontlik antwoord.

As gevolg van omstandighede en gebeure mag die reëls van hierdie groep van tyd tot tyd verander. Groeplede sal ingelig word van enige veranderinge. Deur deel te bly van hierdie groep word daar aanvaar dat jy die reëls gelees het, verstaan en daarmee saam stem.

- Admins behou die reg voor om enige lid te verwyder wat nie die reëls gehoorsaam nie.
- Indien 'n groepslid voorheen gewaarsku is oor 'n oortreding, mag hy/sy verwyder word sonder enige kennis as die oortreding herhaal word.
- Indien u onseker is oor enige iets kontak 'n groep admin persoonlik.

POPIA:

Die *Protection of Personal Information Act, 4 of 2013* ("POPIA"), was effektief vanaf 30 Junie 2021. Ons neem die beskerming van u persoonlike inligting op as 'n ernstige taak en daarom wil Graan SA u van die volgende gerus stel:

Indien u nie meer inligting en kommunikasie van ons wil ontvang nie of as u nie meer deel van die groep wil wees nie, verlaat asseblief die groep.

Neem asseblief kennis dat geen van u persoonlike inligting gedeel of verkoop word aan derde partye nie, u inligting word veilig bewaar en net gebruik vir die beoogde doel.

As jy meer inligting verlang of enige vrae het stuur asseblief 'n epos aan alzena@grainsa.co.za