

MEDIA STATEMENT

INFORMATION REGULATOR FINES CENTRAL JOHANNESBURG TVET COLLEGE AND FIRST NATIONAL BANK FOR POPIA CONTRAVENTION

26 OCTOBER 2026

The Information Regulator (Regulator) has issued Enforcement and Infringement Notices against Central Johannesburg TVET College (CJC) and First National Bank (FNB) for non-compliance with the Protection of Personal Information Act (POPIA) and has subsequently imposed administrative fines of R500 000 on CJC and R1 million on FNB.

Central Johannesburg TVET College (CJC)

The CJC was issued with an Enforcement Notice on 22 May 2026 following findings that the institution contravened several provisions of POPIA. This followed complaints lodged by three affected individuals (data subjects) whose personal information was unlawfully shared with third parties without legal justification.

The Enforcement Notice had directed CJC to take several corrective actions within specified timeframes, including but not limited to:

- Registering its Information Officer & Deputy Information Officer;
- Issuing an apology to the complainants;
- Developing and submitting a POPIA Compliance Framework;
- Conducting POPIA awareness and training programmes for employees; and
- Taking appropriate disciplinary action against the employee responsible for the unlawful disclosure.

At the end of the 120 days stipulated in the Enforcement Notice, the Regulator received a response from CJC addressing the findings and orders contained in the Enforcement Notice.

Upon careful consideration of the report, the Regulator found that CJC failed to comply with the Enforcement Notice, such as not reporting the security compromise (data breach) in a

prescribed manner, non-development of the Compliance Framework, delayed issuing of an apology, and not adhering to the stipulated timeframes on matters.

These inactions and failures are very serious contraventions of POPIA, and thus the Regulator issued an Infringement Notice with an administrative fine of **R500 000 (five hundred thousand rand)** against CJC.

First National Bank (FNB)

The Regulator also issued an Enforcement Notice and an Infringement Notice against FNB following a POPIA compliance assessment conducted in terms of section 89 of POPIA.

The assessment was initiated following a security compromise notification submitted by FNB in terms of section 22 of POPIA, subsequent to media reports concerning the exposure of customer information and the unlawful access to personal information through FNB's digital home loan application platform. The exposed information included data subjects' account numbers. The assessment identified significant shortcomings in FNB's identification, classification and response to repeated security incidents that constituted interference with the confidentiality of personal information. These findings raised concerns regarding the adequacy of the bank's technical and organisational measures to protect personal information against unlawful access and other forms of unauthorised processing.

The assessment further identified deficiencies in FNB's implementation of the security safeguards required under section 19 of POPIA, as well as weaknesses in its governance frameworks relating to the retention of personal information.

Of regulatory significance, the Regulator found that FNB committed an offence in terms of section 105 of POPIA. The finding relates to FNB's unlawful processing of data subjects' account information through its failure to comply with the security safeguards prescribed by section 19 of POPIA. The Regulator found that FNB reasonably ought to have known that there was a risk of such a contravention occurring and that the contravention was likely to cause substantial damage or distress to affected individuals, it but failed to take reasonable steps to prevent it. Consequently, the Regulator has issued an Infringement Notice against FNB and imposed an administrative fine of **R1 000 000 (one million rand)**.

The Regulator calls on public and private bodies to review their compliance programmes, strengthen information-security safeguards, ensure that Information Officers discharge their statutory responsibilities and respond promptly to regulatory directives. These Enforcement

Notices and Infringement Notices underscore the seriousness with which failures to protect personal information are treated under POPIA, particularly where shortcomings in security safeguards and organisational governance expose data subjects to potential harm.

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