

Evaluating a consumer data protection framework for IS compliance awareness in South Africa:
An expert review

Bredenkamp, IE; Kritzinger, E; Herselman, Martha E

Abstract

As a developing country, South Africa (SA) seems to lack a balance between trust consumers place in organizations with whom they share their personal information to obtain goods and services and the degree to which that consumer confidence is justified by organizations' IS compliance status. The displacement of consumers' confidence is due to a lack of IS compliance awareness necessary to enable sound decision-making when it comes to the sharing of their personal information in the ordinary course of making a living as part of public society. In SA, there are currently no government-led programs to raise consumer awareness about IS compliance. Prior data protection frameworks failed to take into account and address these issues as key lessons from which the need for a consumer data protection framework (CDPF) spawned. The aim of the CDPF is to support the SA government with instilling consumer IS compliance awareness. The primary goal of this paper is to present the evaluation results of the expert reviews that were conducted by means of an online survey to determine the relevance, value/importance and practicality of CDPF components for implementation in the SA government setting.