

**YOUR LOGO HERE**  
**PRIVACY POLICY**

[INSERT DATE]

## Introduction

This Privacy Policy explains how we use and protect your Personal Information (such as your name, address, telephone number or email address). It explains how, why, and when we collect and process this information, along with your rights and obligations in respect of the information. By using our website, [INSERT LINK] (the Website), you acknowledge your acceptance of the provisions in this policy. The policy may change from time to time in line with legislation or industry developments. Any such changes will be made on this page; therefore, we recommend you check this page periodically. By continuing to use the Website after the posting of such changes, you will be deemed to have accepted the changes.

## Who We Are

“We” are [INSERT COMPANY NAME] (Registration Number [INSERT REGISTRATION NUMBER]) situated at [INSERT ADDRESS], companies duly registered in South Africa. We are the “Responsible Party” as defined in the Protection of Personal Information Act No. 4 of 2013 (“POPIA”) and we are registered with the Information Regulator as per the provisions of POPIA. We respect your privacy and your Personal Information, and for this reason, we take all reasonable measures in accordance with this Privacy Policy to protect your Personal Information and to keep it confidential.

You agree that this Privacy Policy as detailed below govern your use of our website. All disputes over privacy and your information shall be governed as set out in this Privacy Policy and in our terms of use. Any queries related to the protection of your Personal Information, or the change or withdrawal of your consent may be directed to the Information Officer at [APPROPRIATE EMAIL ADDRESS].

This website privacy policy describes how we process information we collect and/or receive from you.

## 1. Information we collect and receive

We collect and receive information about you in the following ways:

### i. Information you give us

This includes any information that you provide to us directly:

- when you sign-up to utilise our products and services;
- by filling in forms on our websites, or those provided to you;
- when you complete a survey;
- by posting comments or content on our social media pages;
- when you contact us, or we contact you and you provide information directly to us;
- to conduct reference and/or background searches or verification with third parties; and/or
- for audit and record-keeping purposes

## ii. What personal information we collect

- As a candidate on a training programme when you register to use our services, you will be required to provide us with the following information:
- Name and Surname
- ID number
- Gender
- Telephone Number
- Address
- Education (Qualification and Institution)
- Next of Kin Details
- Emergency Contact Details
- Health and Disability

## iii. Information we collect or receive when you use our website or social media platforms

We collect information when you use websites or social media platforms by using cookies, web beacons and other technologies.

## iv. Information from third-party sources

We may receive additional information about you that is publicly or commercially available and combine that with the information we have collected or received about you in other ways.

## 2. How we use the information we collect and receive

We use the information we collect and receive for the following general purposes:

- to provide you with information or services you request from us;
- to refer you to an appropriate third-party service provider;
- to communicate with you;
- to provide you with support; and
- to provide updated information and offerings (for example to be provide you with news and general information about services and events which we offer)

### 3. How we share the information we collect and receive

- We don't sell your personal information to third parties for their marketing purposes.
- We may share information with:
  - our affiliates;
  - we may disclose your personal information to a limited number of our employees and third-party service providers (other than those who we refer you to);
  - our business partners and opportunity holders;
  - other parties in response to legal process or when necessary to conduct or protect our legal rights;
  - companies that provide services to us. Companies that provide services to us or act on our behalf may have access to information about you. These companies are limited in their ability to use information they receive while providing services to us or you; and
  - Funders, including Government for reporting purposes.

### 4. Your rights

- You have the right to ask us not to contact you for marketing purposes. You can exercise this right at any time by using any of the various "opt-out" options that we will always provide to you when we communicate with you. We won't send you marketing messages if you tell us not to, but we will still need to send you service-related messages.
- Our websites use cookies. If you wish to reject our cookies, you can configure your browser to do so.
- We want to make sure that any data we hold about you is up to date. So, if you think your personal information is inaccurate, you can ask us to correct or remove it.

### 5. Retention of data

We will retain your personal information only for as long as is necessary for the purposes set out in this privacy policy or to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

### 6. Our commitment to security

The security of your data is important to us. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. However, we do employ several safeguards intended to mitigate the risk of unauthorised access or disclosure of your information. We will do our best to protect your personal information and we will use up-to-date technology that will help us to do this. We will always comply with our obligation under applicable law.

## 7. Transfer of data

- Protecting your personal information is very important to us. We store your personal information on our, or our service providers', servers located in countries that have privacy levels that comply with or are better than POPIA.
- If we ever outsource the processing of your personal information to a third-party operator, we will ensure that the operator processes and protects your personal information using reasonable technical and organisational measures that are equal to or better than ours.
- In the event that we transfer or store your personal information outside South Africa, we will take all steps reasonably necessary to ensure that the third party who receives your personal information is subject to a law, binding corporate rules or binding agreement which provides an adequate level of protection
- Your use of our website, followed by your submission of information to us, represents your consent to such transfer.
- We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

## 8. Links to other websites

Our website or social media platforms may contain links to and from websites, mobile applications, or services of third parties, advertisers, or affiliates. Please note that we are not responsible for the privacy practices of such other parties and advise you to read the privacy statements of each website you visit which collects personal information.

## 9. Changes to this privacy policy

We may update this privacy policy from time to time. Any changes that we may make to our privacy policy will be posted on our website and will be effective from the date of posting.

## 10. Access to your personal information

- You may at any time request:
  - confirmation that we hold your personal information;
  - access to your personal information;
  - the identities or categories of third parties to whom we have disclosed your personal information; or
  - that we correct or delete any personal information that is incomplete, misleading, inaccurate, excessive, or out of date.
- Requests may be made in writing to [APPROPRIATE EMAIL ADDRESS]

## 11. Complaints

- Should you believe that we have utilised your personal information contrary to applicable laws, you undertake to first attempt to resolve any concerns with [INSERT COMPANY NAME].

- You are able to contact [INSERT COMPANY NAME] using the details below:

**Information Officer:** [INSERT NAME]

**Address:** [INSERT ADDRESS]

**Email address:** [INSERT EMAIL ADDRESS]

- If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details listed below:

**Address:** JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

**Email address:** [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

**Email address:** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).