

Privacy Policy for the Umalusi Website

Effective as of April 1, 2024

1. Introduction

- 1.1 Umalusi – the Council for Quality Assurance in General and Further Education and Training (“Umalusi”, “we”, “us” or “our”) collects and processes the Personal Information of anyone (“you” or “your”) who visits our website or submits information through it.
- 1.2 In terms of this policy users of Umalusi – the Council for Quality Assurance in General and Further Education and Training website are classified as (“user”, “users”, “the public”, clients “, candidates”)
- 1.3 Personal Information. It is important that you read, understand and accept our terms and this privacy policy if you would like to use our website.
- 1.4 Personal Information is any information that identifies you or makes you capable of being identified and includes a wide range of information such as your name, identity number, gender, email address, location data, internet protocol (IP) address and cookies. Personal information includes very sensitive information, which you probably want to keep private.
- 1.5 South Africa's Constitution provides that everyone has the right to privacy. This includes a right to protection against the unlawful collection, retention, dissemination and use of Personal Information.
- 1.6 We only collect and process your Personal Information if you have given us your consent. Because of the sensitivity of some Personal Information, we ensure that the way we process your Personal Information complies fully with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).
- 1.7 This privacy policy applies to any of your Personal Information that we collect and process through our website (www.umalusi.org.za) or which you authorise us to collect from third parties.

- 1.8 By using our website, and agreeing to our terms, you consent to us collecting and processing your Personal Information in the ways described in this privacy policy and in our terms. This privacy policy forms part of our terms. If you do not agree to any part of this privacy policy, then you must stop accessing our website.
- 1.9 Our privacy policy terms may change from time to time. When we change them, the changes will be made on our website. Please ensure that you visit our website and regularly read this privacy policy. Although we do not promise to do so, if we are able to do so, we may give you notice of any changes we think are important.

2. Privacy and Data Protection Statement

Umalusi is committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently.

We will not intentionally collect and process the Personal Information of a child unless we have the permission of a competent person.

3. Personal Information We Collect

We may collect the following types of personal information:

- 3.1 Name and contact details (identity number, full name, phone number, email address)
- 3.2 Educational information (qualifications, certification data)
- 3.3 IP address and browser information (for website analytics)
- 3.4 Any other information you voluntarily provide through forms or correspondence

4. How We Collect Information

We collect personal information through:

- 4.1 Website forms and inquiries
- 4.2 Applications for services (certification, verification, accreditation of providers, user enquires, candidates seeking employment at Umalusi)
- 4.3 Cookies and similar technologies
- 4.4 Communication via email or phone

5. Purpose of Collection

We collect and process personal information to:

- 5.1 Provide and manage educational or administrative services
- 5.2 Respond to inquiries and support requests

- 5.3 Verify certification records
- 5.4 Maintain secure website operations
- 5.5 Comply with legal obligations

6. Legal Basis for Processing

We process personal information based on:

- 6.1 Consent provided by you
- 6.2 A legal obligation based on services provided by Umalusi
- 6.3 A legitimate interest for improving the delivery of services
- 6.4 A contractual requirement based on service delivery

7. Disclosure of Information

We may share your personal information with:

- 6.5 Service providers who assist with IT, verification, or communication services
- 6.6 Governmental or regulatory bodies where required by law
- 6.7 Third parties only with your consent or as required by law

8. Data Security

We take reasonable technical and organizational measures to secure your personal information, including:

- 5.1 Encryption and secure server hosting
- 5.2 Access controls and user authentication
- 5.3 Staff training and confidentiality agreements

9. Your Rights

You have the right to:

- 5.1 Access the personal information we hold about you
- 5.2 Request correction or deletion of inaccurate or outdated information
- 5.3 Withdraw consent (where applicable)
- 5.4 Lodge a complaint with a data protection authority (e.g., the Information Regulator in South Africa)

To exercise your rights, contact us.

10. Cookies and Tracking

Cookies are small software programmes that install themselves on your computer or your mobile device. They store data specific to a particular user and remember your preferences about our website. Cookies are stored on your computer or mobile device for various lengths of time. Every time you return to our website and browse it, cookies record this

data, which is then transmitted to us or to third parties with whom Umalusi is engaged with.

If you do not want any cookies to be installed on your computer or mobile device, there is a relatively simple procedure in the settings of most browsers that allows you to deny or accept cookie features. It is important for you to know that cookies may be necessary to provide you with certain features available on the website.

It is possible that, without certain cookies, some features and functionalities on our website may function. You will therefore be asked to consent to cookies being installed on your computer or mobile device. By accessing our website, you agree that you have providing Umalusi with consent to cookies being stored.

We use two main types of cookies – session and persistent cookies.

- 5.1 Session cookies are cookies that are erased from your device when you close your device's web browser. They are stored in the temporary memory of a device and are not retained after the browser is closed. Session cookies do not collect information from your device.
- 5.2 Persistent or permanent cookies are stored on your device until they expire or until you delete the cookie. Persistent cookies are used to collect identifying information about you, such as your web surfing behaviour or user preferences for a specific website.

11. Retention of Information

We retain personal information only as long as necessary for the purposes outlined in this policy or as required by law.

12. Information Security

We promise that we will secure the integrity and confidentiality of your Personal Information in our possession or under our control. We will do this by taking appropriate, reasonable technical and organisational measures to prevent loss of damage to or unauthorised destruction of your Personal Information, and unlawful access to or processing of your Personal Information.

13. Governing Laws for this policy

This privacy policy is governed by the laws of the Republic of South Africa.

14. Contact Information

For any questions or concerns regarding these terms and conditions, please contact us at:

Umalusi Council for Quality Assurance in General and Further Education and Training

37 General Van Ryneveld Street, Perseus Technopark, Pretoria, 0020

PO Box 151, Perseus Technopark, Pretoria, 0020

Tel: 012 349 1510

Email: info@umalusi.org.za

Website: <https://www.umalusi.org.za>