



**SANTS**  
PRIVATE HIGHER EDUCATION INSTITUTION  
**TAKING EDUCATION TO THE PEOPLE**

**WEBSITE PRIVACY NOTICE AND CONSENT TO USE  
OF PERSONAL INFORMATION**

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## **1. Introduction**

We respect the privacy of everyone who visits this website. As a result, we would like to inform you regarding the way we use your personal information. We recommend that you read this *Website Privacy Notice and Consent to Use of Personal Information* so that you understand our approach towards the use of your personal information. By submitting your personal information to us, you will be treated as having given your permission – where necessary and appropriate – for disclosures referred to in this notice. By using this website, you acknowledge that you have reviewed the terms of this *Website Privacy Notice and Consent to Use of Personal Information* and agree that we may collect, use and transfer your personal information in accordance therewith.

If you do not agree with these terms, please refrain from using our website and avoid sharing any personal information through it. This *Website Privacy Notice and Consent to Use of Personal Information* forms part of SANTS Website Terms and Conditions and such shall be governed by and construed in accordance with the laws of South Africa. This notice explains how we obtain, use and disclose your personal information, as is required by the Protection of Personal Information Act, 2013 (POPI Act). We are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and openly.

## **2. The information we collect**

### **2.1. Collection of personal information**

We may collect personal identification information from users in a variety of ways, including, but not limited to, when users visit our website, complete any online form available on our website, subscribe to the newsletter and in connection with other activities, services, features or resources we make available on our website. Users may be asked for, as appropriate, their name, email address, mailing address and/or phone number.

Users may, however, visit our website anonymously.

We will collect personal identification information from users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain website related activities.

Examples of information we collect from you are:

- Name
- Address
- email address
- telephone/cell number
- user-generated content, posts and other content you submit to our website.

We also collect information about you from other sources as explained below.

## **2.2. Collection of non-personal information**

We may collect non-personal identification information about users whenever they interact with our website. Non-personal identification information may include the browser name, the type of computer and technical information about users, means of connection to our website such as the operating system and the Internet service providers utilised and other similar information.

## **2.3. Cookies**

We may collect non-personal identification information about users whenever they interact with our website. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our website, such as the operating system and the internet service providers utilised and other similar information.

## **3. How we use your information**

We will use your personal and non-personal Information only for the purposes for which it was collected or agreed with you, for example:

- Analyse the effectiveness of our advertisements, competitions and promotions.
- Collect information about the device you are using to view the website, such as your IP address or the type of Internet browser or operating system you are using, and link this to your personal information so as to ensure that the website presents the best web experience for you.
- Evaluate the use of the website, products and services.
- For audit and record keeping purposes.
- For market research purposes.
- For monitoring and auditing website usage.
- Help speed up your future activities and experience on the website. For example, a website can recognise that you have provided your personal information and will not request the same information a second time.
- In connection with legal proceedings.
- To improve our website. We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To personalise user experience. We may use information in the aggregate to understand how our users as a group use the services and resources provided on our website.
- Offer you the opportunity to take part in competitions or promotions.
- Suggest products or services (including those of relevant third parties) which we think may be of interest to you.
- To assist with business development.
- To carry out our obligations arising from any contracts entered between you and us.
- To conduct market or customer satisfaction research or for statistical analysis.
- To confirm and verify your identity or to verify that you are an authorised user for security purposes.

- To contact you regarding products and services which may be of interest to you, provided you have given us consent to do so or you have previously requested a product or service from us and the communication is relevant or related to that prior request and made within any timeframes established by applicable laws.
- To notify you about changes to our service.
- To respond to your queries or comments.
- We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe or which apply to us, or when it is otherwise allowed by law.
- Where we collect personal information for a specific purpose, we will not keep it for longer than is necessary to fulfil that purpose, unless we must keep it for legitimate business or legal reasons. In order to protect information from accidental or malicious destruction, when we delete information from our services, we may not immediately delete residual copies from our servers or remove information from our backup systems.
- You can opt out of receiving communications from us at any time. Any direct marketing communications that we send to you will provide you with the information and means necessary to opt out.

#### **4. Disclosure of personal information**

We may disclose your personal information to our business partners who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with these privacy terms.

We may share your personal information with, and obtain information about you from:

- Third parties for the purposes listed above;
- Other companies in our industry when we believe it will enhance the services and products we can offer to you, but only where you have not objected to such sharing;
- Other third parties from whom you have chosen to receive marketing information.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

#### **5. Personal information security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information is secure.

Our security policies and procedures cover:

- Acceptable usage of personal information;
- Access to personal information;
- Computer and network security;
- Governance and regulatory issues;

- Investigating and reacting to security incidents.
- Monitoring access and usage of personal information;
- Physical security;
- Retention and disposal of information;
- Secure communications;
- Security in contracting out activities or functions;

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

## **6. Your rights and preferences**

You have the right to:

- ask what we know about you;
- ask what personal information we sent to our suppliers, service providers, or anyone else;
- ask us to update, correct or delete any out-of-date or incorrect personal information we have about you;
- unsubscribe from marketing;
- object to our use of your personal information;
- ask that someone review certain automated decisions that we make about you, express your point of view about those decisions, and ask us to explain the decision; and
- complain to the Information Regulator.

## **7. Changes to this notice**

Please note that we may amend this notice from time to time. Please check our website periodically to inform yourself of any changes.

## **8. Contact us**

If you have any questions about this notice, please email us at: [info@sants.co.za](mailto:info@sants.co.za). You can also contact our Information Officer at:

3rd Floor Landmark building  
 13 Umgazi Street  
 Menlo Park  
 Pretoria  
 0081  
 Telephone: 087 353 2504  
 E-mail address: [info@sants.co.za](mailto:info@sants.co.za)