



THE PROTECTION OF PERSONAL INFORMATION ACT

PRIVACY STATEMENT

This Notice explains the methods we adopt to obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”). This statement describes what types of information we collect from you or which we may collect from third parties, how it is used by us, how we share data with others, how you can manage the information we hold and how you can contact us.

Evaluate Assessment Solutions (Pty) Ltd (‘Evaluate’) is committed to protecting your privacy and to ensuring that your personal information is collected and used properly, lawfully and transparently.

For the purposes of data protection laws, we are a Responsible Party, responsible for your personal information, which means we decide why and how it is processed. It also means we are responsible for that processing, which extends to those of our service providers who process your information based on our instructions. We work with other, more independent, organisations in connection with some of the processing activities described in this statement, such as suppliers.

Where that information is collected and sent to other organisations for processing that is in both our and their interests, we will be making decisions together in relation to that particular processing and will be jointly responsible with the organisations involved.

You will always have the option not to receive marketing communications from us. We will never send you unsolicited spam email or communications, or share your data with anyone else who might.

Definition of personal information

According to POPIA “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. For the purposes of this document, such information may include your job title, business, postal and email addresses.

The Information we Collect

We collect and process personal information to interact with you for the purposes of understanding your requirements and delivering services accordingly. For these purposes we may collect contact details such as your name, organisation and address details. Also included may be your social media name and identification number, any information you post on our social media pages, posts in which you include a hashtag or mention relating to us and information regarding your activities on our social media pages generally, as well as details of services provided by ourselves.

We collect information directly from you. Wherever possible, we will inform you which information you are required to provide, as well as that which is optional.

When our website is used by you, we may gather usage information using “cookies” built into the site. This allows us to collect visitor and usage information.



How the Information is Used

As specified in the Act, we only use your personal information for the purposes for which it was agreed to be collected for. Where necessary your information may be retained. This may be for legal or research purposes.

For example, the information may be processed:

- To respond to enquiries;
- To send customers quotations for services;
- To verify your identity;
- To invite you to events;
- To send updates on the latest technology trends;
- To inform you of updates to our terms and conditions and policies;
- To send you marketing material (including electronic communications) relating to solutions customers may be interested in and where you have agreed to receive such information;
- To recruit and manage staff;
- To enforce or protect our legal rights or to establish, bring or defend legal claims, or respond to a request for information from, an authorised authority, regulatory body or court, or to respond to a court order;
- To communicate with you and to assess and respond to complaints;
- To provide customer services that utilise personal information; and
- To support engagement with our suppliers;

Disclosure of Information

We do not sell your information to third parties. However, we may from time to time disclose personal information provided by you to our service providers who are involved in the delivery of products or services to you, or for the improvement of such products and services.

We may also disclose your information where we have a duty to do so e.g. to assist an authorised authority, regulatory body or court, or to enforce or protect our legal rights or to establish, bring or defend legal claims.

We use a number of different social media platforms to communicate with you and to promote products and services. We process your personal information using these platforms in a variety of ways to gain better insight into our dealings with you. The respective social media platform also processes, as our processor, personal information that we submit for the purposes of matching, online targeting, measurement, and reporting and analytics purposes. These advertisements may include forms through which we collect contact information you give to us.

Due to the nature of our business, there may be some instances where your information is processed or stored outside of the Republic of South Africa and EU. In those instances, we will take reasonable measures to ensure that appropriate safeguards are in place for that transfer and storage as required by applicable law.

We take reasonable steps to ensure that any third-party partners who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is necessary for them to provide the service that they are undertaking on our behalf. We will aim to anonymise your information or use aggregated non-specific data sets wherever possible.



Information Security

We have a legal obligation to provide adequate protection for the personal information we hold and to stop unauthorized 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 remains secure.

Our security policies and procedures cover matters such as:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Secure contracting out of activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information; and
- Investigating and reacting to security incidents.

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

Access to information

Kindly refer to our Manual on the Promotion of Access to Information Act, available on our website.

Please note that any such access request may be subject to a payment of a legally allowable fee.

Correction of your information

You have the right as an individual to access your personal information we hold about you and make corrections if necessary and the right to object to the processing of your personal information. You also have the right to withdraw any consent you have previously given us and ask us to erase information we hold about you. You can also object to us using your personal information (where we rely on our business interests to process and use your personal information).

Kindly refer to our Manual on the Promotion of Access to Information Act, available on our website for more details. Note that when you undergo a change of name, we require copies of your marriage certificate or an official change of name document issued by the relevant government department.

It would be appreciated if you would keep your personal information accurate and up-to-date.

How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website www.evaluate.co.za.