



EXPERTTECH (POPIA) - WEBSITE / TRAINING / ASSESSMENT PRIVACY POLICY

1 Privacy Policy

1.1 Experttech is committed to safeguarding the privacy of our customers and users who visit our website or any of our online training/assessments. This privacy statement sets out our personal information collection and sharing practices for our website and is intended to inform you of the ways in which our website collects personal information, the uses of that personal information and the ways in which we will share any personal information you choose to provide to us.

1.2 Further notices highlighting certain uses we wish to make of your personal information together with the ability to opt in or out of selected uses may also be provided when we collect personal information from you.

1.3 Our website may contain links to other third-party websites. If you follow a link to any of those third-party websites, please note that they have their own privacy policies and that we do not accept any responsibility or liability for their policies or processing of your personal information. Please check these policies before you submit any personal information to such third-party websites.

2 Information we collect about you

2.1 We will collect and process all or some of the following personal information about you (as individual or juristic entity):

- (a) Information you provide to us ► personal information that you provide to us, such as when using the contact form or any subscription forms on our website, including your name, email address, and other contact details that may be required from you
- (b) Our correspondence ► if you contact us, we will typically keep a record of that correspondence.

(c) Survey/Training/Assessment information ► if we ask you to complete Surveys/Do Training/Assessments then we shall collect the information provided in the completed Survey/Training/Assessment.

(d) Website and communication usage ► details of your visits to the website and information may be collected through cookies and other tracking technologies including, but not limited to, your IP address and domain name, your browser version and operating system, traffic data, location data, web logs and other communication data, and the resources that you access.

3 How we use your personal information

3.1 In this section, we set out the purposes for which we use personal information that we collect via our website and, in compliance with our obligations under South African law, identify the “*legal grounds*” on which we rely to process the information.

3.2 South African Protection of Personal Information Law allows companies to process personal information only when the processing is permitted by the specific “*legal grounds*” set out in law.

3.3 Please note that;

(a) To communicate effectively with you and conduct our business ► to conduct our business, including to respond to your queries, to otherwise communicate with you, or to carry out our obligations arising from any agreements entered into between you and us or your employer and us or your potential employer and us, which in some circumstances may include passing your data to third parties such as agents or contractors or consultants or to our advisors.

Use justification: contract performance and legitimate interests (to enable us to perform our obligations and provide our services to you or your employer or potential employer)

(b) Query resolution ► to resolve any enquiry or support request that might arise from accessing our website or participating in any of our online training and or assessments.

(c) For Training and Development purposes ► to analyse your personal information in order to better understand you and you’re Training or Assessment requirements.

4 Transmission, storage and security of your personal information

Security over the internet

4.1 No data transmission over the Internet or website can be guaranteed to be 100% secure from intrusion. However, we maintain commercially reasonable physical, electronic and procedural safeguards to protect your personal information in accordance with data protection legislative requirements.

4.2 All information you provide to us is stored on our or our servers, accessed and used subject to our security policies and standards. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website/s, Training and Assessments. You are responsible for keeping this password confidential and for complying with any other security procedures that we notify you of. We ask you not to share a password with anyone.

Export outside the Republic of South Africa

4.3 Your personal information might be accessed by staff, transferred to, and/or stored at, a destination outside the country in which you are located, whose data protection laws may be of a lower standard than those in your country. We will, in all circumstances, safeguard personal information as set out in this Privacy Policy.

4.4 Where we transfer personal information from inside the Republic of South Africa to outside the Republic of South Africa, we are required to take specific measures to safeguard the relevant personal information. Certain countries outside the Republic of South Africa (will) have been approved by the South African Information Regulator as providing essentially equivalent protections to the Republic of South Africa data protection laws and therefore no additional safeguards are required to export personal information to these jurisdictions.

Storage limits

4.5 We will retain your personal information for as long as is necessary or within the legal limits of 5 Years for the processing purpose(s) for which it was collected and any other permitted linked purpose (for example where we are required to retain personal information for longer than the purpose for which we originally collected it in order to comply with certain regulatory requirements). Our retention periods are based on business needs and your information that is no longer needed is either irreversibly anonymised (and the anonymised information is retained) or securely destroyed/deleted in accordance with our internal retention policy.

5 Your rights & contacting us

Marketing

5.1 You have the right to ask us not to process your personal information for marketing purposes. You can exercise the right at any time by clicking the “unsubscribe” option on any electronic marketing communication sent to you or by contacting us as set out in paragraph 5.7 below.

Updating information

5.2 We will use reasonable endeavours to ensure that your personal information is accurate. In order to assist us with this, you should notify us of any changes to the personal information that you have provided to us by contacting us as set out in paragraph 5.7 below.

Your rights

5.3 If you have any questions in relation to our use of your personal information, you should first contact us at popia@experttech.com. Under certain conditions, you have the right to require us to:

- (a) provide you with further details on the use we make of your information;
- (b) provide you with a copy of information that you have provided to us;
- (c) update any inaccuracies in the personal information we hold (please see paragraph 5.2);
- (d) delete any personal information that we no longer have a lawful ground to use;
- (e) object to any processing that OW justifies on the “legitimate interests” ground unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights;
- (f) object to direct marketing (including any profiling for such purposes); and

and where processing is based on consent, you have the right to withdraw your consent by contacting us at popia@experttech.com.

5.4 Your exercise of these rights is subject to certain exemptions to safeguard the public interest (e.g. the prevention or detection of crime) and our interests (e.g. the maintenance of legal privilege). If you exercise any of these rights we will check your entitlement and respond within a reasonable time.

5.5 If you are not satisfied with our use of your personal information or our response to any exercise of these rights you have the right to complain to the South African Information Regulator. The Information Regulator of South Africa can be contacted by email at infoereg@justice.gov.za.

Contacting us

5.6 If you have any questions in relation to this Privacy Statement, please contact our Information Officer via mail at the POSTNET SUITE #30, PRIVATE BAG X855, TOTIUSDAL, 0186, Republic of South Africa, or email popia@experttech.com.

6 Cookies policy

Some of our Websites/Training/Assessments might use cookies. If available, you can opt-out of our use of certain cookies.

7 Changes to our Privacy Statement and/or Cookies Policy

7.1 We may change the content of our websites and how we use cookies and consequently our Privacy Statement and our Cookie Policy may change from time to time in the future. If we change this Privacy Statement, we will update the date the Privacy Statement was last changed below. If these changes are material, we will take reasonable steps to notify you of the changes.

7.2 This Privacy Statement was last updated on 12 July 2021.

Annex

These are the principal legal grounds that justify our use of your information:

Consent: where you have consented to our use of your information (you will have been presented with a consent form in relation to any such use and may withdraw your consent by email to popia@experttech.com)

Contract performance: where your information is necessary to enter into or perform our contract with you or your employer or potential employer.

Legal obligation: where we need to use your information to comply with our legal obligations.

Legitimate interests: where we use your information to achieve a legitimate interest and our reasons for using it outweigh any prejudice to your data protection rights.

Legal claims: where your information is necessary for us to defend, prosecute or make a claim against you, us or a third party.