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THE PROTECTION OF PERSONAL INFORMATION ACT

NOTICE REGARDING THE HANDLING OF YOUR PERSONAL INFORMATION IN COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

Information Collection:

We collect your personal information directly from you when you provide us with your details. We will specify the required and optional information when you provide it.

Use of Your Information:

Your personal information will only be used for the purposes for which it was collected and as agreed upon with you. Additionally, your information may be retained for legal or research purposes, including but not limited to:

- Gathering contact information
- Confirming and verifying your identity or authorized user status for security purposes
- Detecting and preventing fraud, crime, money laundering, or malpractice
- Record keeping
- In connection with legal proceedings

Disclosure of Information:

We may disclose your information:

- Where there is a legal obligation or right to disclose under applicable law or industry codes
- When we believe it is necessary to protect our rights

Information Security:

We are legally obligated to ensure the adequate protection of the personal information we hold, preventing unauthorized access and use. We continuously review our security controls and related processes to maintain the security of your personal information.

Confidentiality Policy:

We have a strict policy to maintain the confidentiality of all personal information concerning the children, families, staff, and volunteers associated with our service.

Personal information related to child protection concerns will be shared on a need-to-know basis in accordance with our Child Protection Policy.

Confidentiality Procedures:

Parents have access to records in the service but only in relation to their own child.

All new staff and volunteers are informed of our confidentiality policy and procedures as part of their induction program. Information held in the service related to child protection concerns is stored separately and securely, and access is granted only on a need-to-know basis in accordance with our Child Protection Policy and data protection legislation.

Your Rights: Access to Information

You have the right to request a copy of your personal information held by us. Please contact us to specify the information you require. To provide you with this information, we will need a copy of your ID document to verify your identity.

Correction of Your Information

You have the right to request updates or corrections to your personal information. To make such changes, we will need a copy of your ID document to confirm your identity. Keeping your personal information accurate is appreciated.

Definition of Personal Information

As per the Act, "personal" refers to information related to an identifiable, living, natural person, and, where applicable, an identifiable, existing juristic person.

If you have any questions about the POPIA Act, please get in touch with us.