



PROCESSING OF PERSONAL INFORMATION FRAMEWORK

Ezrah Community Training and Development NPC

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1. INTRODUCTION AND OBJECTIVE

Ezrah Community Training and Development NPC (hereafter "Ezrah") takes your privacy and the protection of your personal information seriously, and will only use your personal information in accordance with this framework and applicable laws. This framework outlines how Ezrah will use your personal information and applies to personal and special personal information that you provide to us, or which we may collect from third parties. It is important that you read this policy carefully before submitting any personal information to us.

By submitting any personal information to Ezrah, you provide consent to the processing of your personal information and/or that of your child/children or any child over whom you have legal guardianship (if applicable) as outlined in this framework.

Please do not submit any personal information to Ezrah if you do not agree to any of the provisions of this framework. Kindly note that if you do not consent to the provisions of this framework, or parts thereof, Ezrah may not be able to provide its products and/or services to you or to engage with you in the furthering of our company's objectives.

2. DEFINITIONS

Applicable laws	Means all legislation that Ezrah must adhere to and includes, but is not limited to, the Protection of Personal Information Act No 4 of 2013 (POPIA), the Companies Act No 71 of 2008 (Companies Act) and the Promotion of Access to Information Act No 2 of 2000 (PAIA).
A child	Means a natural person under the age of 18 years who is not legally competent without the assistance of a competent person to take any action or decision in respect of any matter concerning him-/herself.
Personal information	Means information relating to you that includes, but not limited to: <ul style="list-style-type: none"> a) national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth; b) information relating to education or medical, financial, criminal or employment history; c) any identifying number, symbol, email address, physical address, telephone

	<p>number, location information, online identifier or other particular assignment to you;</p> <p>d) biometric information;</p> <p>e) personal opinions, views or preferences;</p> <p>f) correspondence sent by you that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;</p> <p>g) your name, if it appears with other personal information relating to you or if the disclosure of your name itself would reveal information about you.</p>
<p>Processing</p>	<p>Means any activity concerning personal information including:</p> <p>a) collecting, receiving, recording, organising, collating, storing, updating, modifying, retrieving, altering, consulting or using;</p> <p>b) disseminating by means of transmission, distribution or making available in any other form; or</p> <p>c) merging, linking, restricting, degrading, erasing or destroying information.</p>
<p>Special personal information</p>	<p>Means your:</p> <p>a) religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or biometric information.</p> <p>b) criminal behaviour to the extent that such information relates to:</p> <p>I. alleged commission of any offence; or</p> <p>II. any proceedings in respect of any offence allegedly committed by you or the disposal of such proceedings.</p>
<p>You/Your</p>	<p>Means any prospective, new or existing client, donor, partner, collaborator, employee or prospective employee, service provider, board member or other stakeholder of Ezrah.</p>

3. WHEN WILL WE PROCESS YOUR PERSONAL INFORMATION OR SPECIAL PERSONAL INFORMATION?

We will only process your personal information for lawful purposes relating to our company's objectives, activities and governance obligations if the following applies:

- 3.1 If it is necessary to enable us to conduct our activities or governance-related functions.
- 3.2 If you have consented thereto.
- 3.3 If a person legally authorised by you, the law or a court has consented thereto.
- 3.4 If the information is being used for any human resource, payroll related and governance-related requirements.
- 3.5 If your personal information was made public by you.
- 3.6 If it is necessary to conclude or perform a contract or agreement, we have with you.
- 3.7 If the law requires or permits it.
- 3.8 If it is required to protect or pursue your, our or a third party's legitimate interest.
- 3.9 If the processing is for statistical or research purposes and all legal conditions are met.

4. HOW DO WE OBTAIN PERSONAL AND SPECIAL PERSONAL INFORMATION ABOUT YOU?

- 4.1 We may collect personal information from you directly.
- 4.2 We may collect personal information from a public record or if you have deliberately made the information public.
- 4.3 We may collect information about you based on how you engage with us through our services, service channels and communication platforms such as emails, letters, telephonic calls, surveys, newsletters, website, learning management system and completed forms. Please visit our website for our website [privacy](#) and [cookies](#) policies for more information related to our website privacy.
- 4.4 We may collect personal information from third parties that are directly integrated with our software platforms and/or with whom we collaborate in the execution of our services and governance functions.
- 4.5 The third parties from whom we may collect personal information include, but are not limited to:
 - a) Our partners, collaborators, service providers, agents and sub-contractors and your employer or employees.
 - b) Any person you may have authorised to share your personal information or special personal information.
 - c) Family members such as parents/guardians of children or spouses, especially in the case of emergency.
 - d) Persons or service providers assisting with the enforcement of agreements.
 - e) Payment processing service providers.
 - f) Law enforcement agencies tasked with preventing or responding to crimes.
 - g) Regulatory authorities such as ombudsmen and government departments.

- h) Designated child protection organisations and other organisations that are mandated to respond to children in need of care and protection or other vulnerable people in need of assistance.
- i) Courts of law or persons appointed by courts of law.

5. SHARING OF YOUR PERSONAL INFORMATION WITH THIRD PARTIES

- 5.1 We will only share your personal information with third parties for lawful purposes relating to our company's activities and governance functions in line with this framework.
- 5.2 These third parties are responsible to safeguard your personal information and to only use it for the purpose for which we shared the information with them.
- 5.3 The third parties with whom we may share your personal information include, but are not limited to:
 - a) Our partners, donors, collaborators, service providers, agents and sub-contractors and your employer or employees.
 - b) Any person you may have authorised to receive your personal information or special personal information.
 - c) Family members such as parents/guardians of children or spouses, especially in the case of emergency.
 - d) Persons or service providers assisting with the enforcement of agreements.
 - e) Payment processing service providers.
 - f) Law enforcement agencies tasked with preventing or responding to crimes.
 - g) Regulatory authorities such as ombudsmen and government departments as well as tax authorities.
 - h) Designated child protection organisations and other organisations that are mandated to respond to children in need of care and protection or other vulnerable people in need of assistance.
 - i) Courts of law or persons appointed by courts of law.

6. REASONS WE NEED TO PROCESS YOUR PERSONAL OR SPECIAL PERSONAL INFORMATION

- 6.1 To market and to provide you with our products, goods or services.
- 6.2 To respond to your enquiries and to address any complaints or concerns.
- 6.3 To verify personal or special personal information for security and safety reasons.
- 6.4 To create, maintain or update client, donor, partner, collaborator or service provider records.
- 6.5 To comply with legislative, governance as well as risk management obligations.
- 6.6 As part of our research purposes and/or to strengthen our context analysis.
- 6.7 For communication purposes with all our stakeholders.
- 6.8 To enable you to participate in our service offerings.
- 6.9 To enable us to implement and improve our services.
- 6.10 To enable the completion of our contractual- or service agreement obligations.
- 6.11 For legal purposes.

6.12 For auditing, record-keeping and reporting purposes.

7. CHILDREN'S PRIVACY

As children are especially vulnerable data subjects, we will take extra care in the processing of children's personal information for lawful purposes only. Our precautions will include, but are not limited to the following:

- 7.1 Limit the processing of children's personal information to the minimum and only for the purposes listed in this framework.
- 7.2 Get the relevant informed consent from both children and their parents/guardians as the context allows and in so far it is possible.
- 7.3 Processing the images of children in line with our Use of images of children protocol.
- 7.4 Use the best interest of the child principle and relevant child-focused legislation to guide us in all decisions related to the processing of children's personal information.

8. HOW LONG WE KEEP YOUR PERSONAL RECORDS

We will keep your personal records for as long as:

- 8.1 The law requires us to keep it.
- 8.2 A contract or agreement between you and us requires us to keep it.
- 8.3 You have consented to us keeping it.
- 8.4 We are required to keep it to achieve the purposes listed in this framework.
- 8.5 We require it for statistical, research or reporting purposes.
- 8.6 Our policies, codes of conduct and other organisational documents related to our governance requires it.

9. HOW WE SECURE YOUR PERSONAL INFORMATION

We will implement appropriate and reasonable safety measures to secure your personal information such as:

- 9.1 Being clear about the reasons for processing personal information and limiting the processing of personal information to those reasons.
- 9.2 Communicating the purposes of the processing of personal information and obtaining the relevant consent in line with this framework.
- 9.3 Keeping our systems secure (like monitoring access and storage).
- 9.4 Storing our records securely.
- 9.5 Safely destroying or deleting records.
- 9.6 Ensuring compliance with safety standards.
- 9.7 Training our staff team to process and safeguard personal information in line with this framework.

10. YOUR DUTIES AND RIGHTS ABOUT THE PERSONAL INFORMATION WE HAVE ABOUT YOU

- 10.1 Duties
 - a) You must provide us with proof of identification when enforcing your rights below.

- b) You must inform us when your personal information changes to ensure that the personal information we keep about you is accurate and up to date.
- c) Any requests, enquiries or objections related to your personal information must be done in writing and addressed to Ezrah's information officer in accordance with the steps outlined in our PAIA manual and this framework.

10.2 Rights

Here is a short summary of your rights:

- a) You have the right to request access to the personal information we have about you by following the instructions in our PAIA manual and by completing the prescribed form (available on our website). This includes but is not limited to:
 - Confirmation that we are holding personal information of you.
 - A copy of the records of the personal information we hold of you.
 - Categories of third parties or the identity of third parties that we may share your personal information with.
- b) You have the right to ask us to request the correction, amendment or deletion of the personal information we have about you when it is inaccurate, incomplete, irrelevant, out of date, misleading, obtained unlawfully or if we no longer have permission to hold it.
- c) You may object on reasonable grounds to the processing of your personal information, unless the law requires us to process that personal information.
- d) Once you have given consent for the processing of your personal information, you have the right to withdraw this consent again. If you withdraw your consent, we will engage with you about the process that will follow as the resulting actions may take some time.
- e) You have the right to unsubscribe from our newsletters or marketing information through sending us an email to info@ezrah.co.za or through the "unsubscribe" button in our electronic newsletters.
- f) You have the right to file a complaint with us by contacting the information officer (see contact details at 13.) about an alleged contravention of the protection of your personal information by us. We will listen and address your concern in so far it is possible to work towards an amiable solution.
- g) You have the right to file a complaint with the Information Regulator if you feel that after you have communicated with Ezrah's information officer, Ezrah has not addressed your concerns or complaints regarding the lawful processing of your personal information sufficiently. Please find the Regulator's details below:
Email: complaints.IR@justice.gov.za
Website: <https://www.justice.gov.za/inforeg/>

10.3 Limitations to rights

- a) The law may limit your access to personal information.
- b) The law may require us to process and to store certain personal information.

- c) There may also be lawful limitations to your request to correct, amend or delete your personal information.
- d) If you have entered into an agreement with us, the agreement may guide the processing of your personal information, which may limit your request to change or to delete personal information once the agreement comes into effect.
- e) We may not be able to give effect to your objection if the processing of your personal information was and is permitted by law; you have provided consent to the processing and the processing is necessary for the implementation of our services and governance functions or for completing our contractual or service agreements with you.
- f) Kindly note that we may require certain personal information from you for continuation of our relationship with you – the deletion of this personal information may lead to the ending of our relationship with you, which we will communicate to you in advance.

11. INDEMNITY

You hereby indemnify and hold Ezrah harmless from any loss, damages, or injury that you may incur as a result of:

- 11.1 the lawful processing of your personal information;
- 11.2 any unintentional processing of your personal information;
- 11.3 the provision of incorrect, outdated or incomplete personal information provided to Ezrah.

12. AMENDMENTS

- 12.1 We may amend this policy from time to time for any of the following reasons:
 - a) to provide for the introduction of new systems, methods of operation, products, services, offerings or facilities;
 - b) to comply with changes to any applicable laws;
 - c) to ensure that this framework is clearer;
 - d) to correct any mistake that may be discovered;
 - e) for any other reason which Ezrah, in its sole discretion deem reasonable or necessary.
- 12.2 Any such amendment will come into effect and become part of any agreement you have with Ezrah when notice is given to you of the change by publication on our website.
- 12.3 It remains your responsibility to check our website frequently.

13. CONTACT US

If you have any questions related to this framework or want to communicate some concerns about the processing of your personal information by Ezrah, kindly contact Ezrah's information officer below:

Name of Information Officer	Contact Details:
Mariette Jacobs	Email: info@ezrah.co.za

Thank you for reading this personal information framework and for your engagement with us.