

## PRIVACY POLICY

**Effective date:** 04 February 2026

This Privacy Policy explains how personal information is collected, used, stored, and protected when you access this website or enroll in an online course (the “Website” or “Platform”). By using the Website, you consent to the practices described in this Privacy Policy.

### 1. INTRODUCTION

We respect your right to privacy and are committed to processing personal information lawfully, reasonably, and transparently in accordance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)** and other applicable South African laws.

For purposes of POPIA, the responsible party is Pacisys PTD LTD, a business operating in the Republic of South Africa.

### 2. PERSONAL INFORMATION WE COLLECT

We may collect and process the following categories of personal information:

- Full name and surname
- Email address
- Contact number
- Physical or billing address (if provided)
- Course enrolment details and participation records
- Communications sent to us (emails, enquiries, support requests)
- Technical information necessary for system functionality (such as IP address and device type)

**Payment Information** Payments are processed through third-party payment service providers. We do **not** collect, store, or process payment card or banking details on our systems.

### 3. HOW PERSONAL INFORMATION IS COLLECTED

Personal information is collected when you:

- Register or enroll for an online course
- Complete online forms
- Communicate with us via the Website or email
- Access and use the Platform

### 4. PURPOSE OF PROCESSING

Personal information is collected and processed for the following purposes:

- Administering course enrolments and student records
- Providing access to online learning content
- Communicating important course-related information
- Providing academic or technical support
- Processing enrolments and payments
- Complying with legal, regulatory, and contractual obligations

### 5. LAWFUL BASIS FOR PROCESSING

We process personal information on the following lawful bases:

- Your consent
- Performance of a contract (course enrolment)
- Compliance with legal obligations
- Legitimate business interests

### 6. DISCLOSURE OF PERSONAL INFORMATION

We may share personal information only with:

- Service providers that support the operation of the Platform (hosting, learning management systems)
- Payment service providers (for transaction processing only)

- Regulatory or legal authorities where required by law

We do **not** sell, rent, or trade personal information to third parties.

## 7. CROSS-BORDER DATA TRANSFERS

Personal information may be stored on secure cloud-based servers located outside the Republic of South Africa. Where personal information is transferred across borders, we ensure that such transfers are subject to appropriate safeguards in accordance with POPIA, including contractual protections and adequate security measures.

## 8. DATA SECURITY

We implement appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration, or disclosure. Access to personal information is limited to authorised personnel only. In the event of a security compromise resulting in accidental or unlawful access to, or acquisition of, personal information, we will notify the Information Regulator and affected data subjects as soon as reasonably possible, in accordance with section 22 of POPIA.

## 9. DATA RETENTION

Personal information is retained only for as long as necessary to fulfil the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law, including for record-keeping, accounting, or legal purposes.

## 10. YOUR RIGHTS

In terms of POPIA, you have the right to:

- Request access to your personal information
- Request corrections or updating of inaccurate information
- Request deletion of personal information, subject to legal retention requirements
- Object to the processing of personal information on reasonable grounds

- Withdraw consent where processing is based on consent

Requests may be submitted using the contact details provided on the Website.

## 11. COOKIES AND TRACKING TECHNOLOGIES

**This Website does not use cookies, tracking pixels, analytics tools, or similar tracking technologies.**

## 12. THIRD-PARTY LINKS

The Website may contain links to third-party websites. We are not responsible for the privacy practices or content of such external sites.

## 13. COMPLAINTS

If you believe that your personal information has been processed unlawfully, you have the right to lodge a complaint with the Information Regulator:

**Email:** [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

## 14. CHANGES TO THIS PRIVACY POLICY

We reserve the right to amend this Privacy Policy at any time. Any changes will be published on this page with an updated effective date.

## 15. CONTACT DETAILS

For questions relating to this Privacy Policy or the processing of personal information, please contact us using the contact details provided on the Website. This Privacy Policy should be read together with our Promotion of Access to Information Act, 2 of 2000 (“PAIA”) Manual, which is available upon request.