

PRIVACY POLICY

El Shaddai Christian School operates <https://escs.org.za/> and is committed to protecting your privacy and complying with applicable data protection and privacy laws. This Privacy Policy will inform you on how we Process Personal Information when you or any other person engage with us through our website, social media sites ("Sites"), and other electronic communications and our Services.

By submitting Personal Information to us, it will be seen as your Consent to us to Process the Personal Information. Reference to "Consent", "your Consent" or "your explicit Consent" shall include the ticking of a tick box or clicking on a "Submit", "Send", "Subscribe" or "I agree" button on our site(s) or signing of any document which refers to this Privacy Policy.

1) IMPORTANT INFORMATION AND WHO WE ARE

a) Responsible Party

- i) El Shaddai is the Responsible Party and responsible for your Personal Information (collectively referred to as "El Shaddai", "we", "us" or "our" in this Privacy Policy).
- ii) We have appointed an Information Officer (IO) who is responsible for overseeing questions in relation to this Privacy Policy. If you have any questions about this Privacy Policy, including any requests, please contact the IO using the details set out below.

b) Contact details

- i) Our Information Officer's contact details:
 - (1) Information Officer name: Mary-Ann Hazel Vorster
 - (2) Email: popi@escs.org.za
 - (3) Tel: 021 975 1980
 - (4) Registered address: 6 Langeberg Road, Durbanville, Western Cape, South Africa 7550
- ii) You have the right to make a complaint at any time to the Information Regulator's office (IR), the Republic of South Africa's authority for data protection issues (<http://www.justice.gov.za/infoereg/>). **We would, however, appreciate the chance to deal with your concerns before you approach the IR, so please contact us in the first instance.**

c) Changes to the Privacy Policy and your duty to inform us of changes

- i) We keep our Privacy Policy under regular review. This version was last updated on the date in the footer. Archived versions (if available) can be obtained by contacting us. Any changes made to our Privacy Policy in future will be posted on our website or made available during your engagement with El Shaddai (including access to the Services). The new version will apply the moment it is published on our website or incorporated by reference in any of our communications.
- ii) **It is important that the Personal Information we hold about you, the Learner or your spouse/partner are accurate and current. Please keep us informed if the Personal Information changes during your relationship with us.**

d) **Integration into other sites:** This Privacy Policy applies to our sites and our electronic communications only. We do not exercise control over the sites who provide services or products to El Shaddai as part of their own offering via our Sites. These sites may place their own cookies or other files on your computer, collect data or solicit Personal Information from you. We cannot be held responsible for any wrongful handling of end users' information by other sites.

e) **Third-Party links:** Our Sites may include links to Third-Party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. If you disclose your Personal Information to a Third-Party, such as an entity which operates a website linked to this website or our social media sites, **EL SHADDAI SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED BY YOU AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION TO THE THIRD-PARTY.** This is because we do not regulate or control how that Third-Party uses your Personal Information. You should always ensure that you read the privacy policy of any Third-Party. When you leave our website, we encourage you to read the privacy policy of every website you visit.

2) THE INFORMATION WE COLLECT

a) **Personal Information means the information as per the Definitions. It does not include data where the identity of the Data Subject has been removed (anonymous data/de-identified data or information).**

b) We may Process different kinds of Personal Information about you when we engage with you, which we have grouped together as follows:

- i) **Identity Data** includes first name, last name, age, nationality, username or similar identifier, job title, address, date of birth and gender.
- ii) **Contact data** includes billing address, physical address, email address and telephone numbers.
- iii) **Special Personal Information** includes religious, philosophical beliefs, criminal behaviour information, biometric and health information.
- iv) **Children information** Personal Information about a Child.
- v) **Financial Data** includes banking details and/ or payment card details.
- vi) **Marketing and Communications Data** marketing preferences in receiving marketing from El Shaddai and your communication preferences.

PRIVACY POLICY

- vii) **Transaction Data** includes details about payments to and from you and other details of Services you have accessed on our website.
 - viii) **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our Sites.
 - ix) **Usage Data** includes information about how you use our Sites and Services. This information shall include the full Uniform Resource Locators (URL) clickstream to, through and from our Sites (including the date and time) and the Services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs) and methods used to browse away from the page and any phone number used to call us, service transaction instructions from and to you via our APIs.
- c) We also collect, use, and share **Aggregated Data** and **Pattern Data** such as (but not limited to) statistical or demographic data or service and/ or product transactional data for any purpose. Aggregated Data or Pattern Data could be derived from your Personal Information but is not considered Personal Information in law as this data will not directly or indirectly reveal your (the Data Subject's) identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature or executing a specific transaction type (where applicable). However, if we combine or connect Aggregated Data or Pattern Data with your Personal Information so that it can directly or indirectly identify you, we will treat the combined data as Personal Information which will be used in accordance with this Privacy Policy.
- d) You may choose to provide additional Personal Information to us, in which event you agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.
- e) **Special Personal information: We do collect Special Personal Information about:-**
- i) **you, however, we will only Process this information subsequent to acquiring your Consent and then in accordance with this Privacy Policy; and**
 - ii) **your Child/Children, however we will only Process this information subsequent to acquiring your Consent as the parent /legal.**
- f) **Submission of Personal Information on behalf of another:** If you provide information on behalf of someone else, then it is your responsibility to obtain the necessary Consent from the person you are acquiring this information before making the Personal Information available to us. On receipt of Personal Information, we assume that the necessary Consent has been obtained and will Process the Personal Information as per your instructions. By submitting such Personal Information on behalf of another person/ user, you indemnify us against any Third-Party claim, where such Third-Party claim relates to Personal Information that has been Processed without the necessary Consent or other available exception allowed by law.
- g) **If you fail to provide Personal Information:** Where we need to collect Personal Information by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with Services (including Services for no charge)). In this case, we may have to cancel a Service you have with us, but we will notify you if this is the case at the time.

3) HOW WE COLELCT PERSONAL INFORMATION

We use different methods to collect data from and about you including through:

- a) **Direct interactions.** You may directly provide us with your Personal Information when you: -
 - i) subscribe to our newsletter or blog (if any);
 - ii) engage with us via Zoom, Skype or any other Video conferencing facility;
 - iii) access any of our facilities;
 - iv) apply / sign up for any of our Services (subject to the specific terms and conditions (i.e. Learner Admission Contract));
 - v) give us feedback; or
 - vi) contact us via our contact form, WhatsApp or other social media sites messaging platforms we may subscribe to.
- b) **Automated technologies or interactions.** As you interact with our Services via our Sites, we will automatically collect Technical Data about your equipment, browsing actions, patterns and device(s), content and usage data. We collect this Personal Information by using cookies (see section 5) below), server logs and other similar technologies.
- c) **Third parties or publicly available sources.** We will receive Personal Information about you from various third parties and public sources as set out below:
 - i) **Technical Data from the following parties:**
 - (1) analytics providers such as Google ("How Google uses information from sites or apps that use our services", (located at <https://policies.google.com/technologies/partner-sites>))
 - (2) advertising networks; and
 - (3) search information providers.
 - ii) Technical and Transactional Data from Third-Party service providers that provide a service or product to you, subject to your Consent to us to collect the information.

4) COOKIES

PRIVACY POLICY

See our Cookies Policy.

5) HOW WE USE PERSONAL INFORMATION

- a) We will not sell your Personal Information. We will only use Personal Information within the framework of the law. Most commonly, we will use Personal Information in the following circumstances:
- where you have given us your Consent; or
 - where we need to perform the contract, we are about to enter into or have entered into with you; or
 - where it is necessary for our legitimate interests (or those of a Third-Party) and your interests and fundamental rights do not override those interests; or
 - where we need to comply with a legal obligation.
- b) We will get your Consent before sending third-party direct-marketing communications to you via email or text message. You have the right to withdraw Consent to marketing at any time by contacting us or using such automated facilities made available by us.
- c) **Purposes for which we will use Personal Information:**
- We have set out in the table below a description of all the ways we plan to use Personal Information, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.
 - Note that we may Process Personal Information for more than one lawful ground depending on the specific purpose for which we are using the data. Please contact us if you need details about the specific legal ground, we are relying on to Process your Personal Information where more than one ground has been set out in the table below.
 - Note that we Process Special Personal Information strictly in accordance with the *POPI* Act.

Purpose/Activity	Type of data	Lawful basis for Processing including basis of legitimate interest
To sign you up for our newsletter (if any) (as a non-customer or parent/legal guardian of the school) To sign you up for our newsletter (as customer or parent/legal guardian of the school)	(a) Identity, (b) Contact, (c) Technical	Consent As allowed under the POPIA
To register a child/children as a potential learner (Application) and his/her parent/ legal guardian	(a) Identity, (b) Contact, (c) Financial, (d) Special Personal Information, (e) Children Information,	(a) Consent (b) To carry out actions for the conclusion of a contract to which the data subject is party; (c) Necessary for our legitimate interests (to provide special support and make special arrangements for learner)
To Process and assist with payment for Services: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity, (b) Contact, (c) Financial, (d) Transaction, (e) Marketing/ Communication, (f) Technical	(a) Consent (b) Performance of a contract with you (c) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with a Competent Person and Learner: (a) To deliver the Services; (b) Notify you of changes to the Services (c) Notifying you about changes to our terms or privacy policy or Service terms and conditions; (d) To reply to your submission via our "Contact-Us" page (e) To send you our newsletters	(a) Identity, (b) Contact, (c) Marketing \ Communications (d) Children Information (e) Special Personal Information	(a) Competent Person's Consent (b) To carry out actions for the performance of a contract (c) Necessary to comply with a legal obligation (d) Necessary for our legitimate interests (to keep our records updated and to study how customers use our services) (e) Necessary to comply with legal obligations (i.e. changes to the terms and conditions)

PRIVACY POLICY

To monitor our premises for security purposes To monitor certain class sessions for quality and observation purposes (as per specific permission) [Subject to our CCTV Policy]	(a) Identity (b) Special Information Personal	(a) Consent (for observation purposes, specific Consent when required and subject to CCTV Policy); (b) Necessary for our legitimate interests (to keep our records updated and to study how customers use our services)
To administer and protect our Sites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (a) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant Site content and advertisements and measure or understand the effectiveness of our advertising	(a) Identity (b) Contact (c) Usage (d) Marketing Communications (b) Technical	(a) Consent (b) Necessary for our legitimate interests (to study how customers use our services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our Sites, services, marketing, customer relationships and experiences	(a) Technical, (b) Usage	(a) Necessary for our legitimate interests (to define types of customers for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations about our Services that may be of interest	(a) Identity (b) Contact (c) Technical (d) Usage (e) Marketing Communications	(a) As existing customer of EI Shaddai (b) Necessary for our legitimate interests (to develop our services and grow our business)
To assist Emergency Services (External Third Party)	(a) Identity (b) Contact (c) Special Information Personal	(a) Necessary for the protection of the Data Subject's (parent/guardian or child) legitimate interest. (b) Necessary for the protection of the EI Shaddai's legitimate interest
Employee information: (a) Processing of applications for employment; (b) Management of employer – employee relationship; (c) Criminal checks	(a) Identity (b) Contact (c) Special Information (d) Financial Data Personal	(a) Consent (b) Performance of a contract with employee (c) Necessary for the protection of the Data Subject's (parent/guardian or child) legitimate interest.
The school Board Members	(a) Identity (b) Contact	Consent
Service Providers	(a) Identity (b) Contact (c) Financial Information	Consent To carry out actions for the conclusion and performance of a contract to which the data subject (service provider) is party

d) **Marketing:** We strive to provide you with choices regarding certain Personal Information uses, particularly around marketing and advertising.

i) **More information about our services and/or products**

- (1) Once you have utilised any of our services (i.e. concluded an Admission Contract), you will be seen as a customer of EI Shaddai;
- (2) As a customer we may use your Identity, Contact, Technical and Usage Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you (we call this marketing).
- (3) As a customer you will receive marketing communications from us if you have not opted out of receiving that marketing.

ii) **Third-party marketing.**

- (1) We will get your express opt-in Consent before we share your Personal Information with any third-party for marketing purposes.

PRIVACY POLICY

- (2) TAKE NOTE: We may provide (without your Consent) third-party marketing parties/ advertisers with anonymous aggregate information (Aggregate Data (see above)) about our users (for example, we may inform them that majority of users have clicked on a specific service or advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in a specific region). **IMPORTANT: We do not disclose information about identifiable individuals to our advertisers.**
- iii) **Not yet a customer of El Shaddai:** We will get your Consent before we use your Personal Information to share information about our services.
- iv) **Opting out.**
- (1) You can ask us or third-parties to stop sending you marketing messages at any time by logging into the website or unsubscribe on the email communication or by contacting us at any time and requesting to opt-out of our marketing services.
- (2) Where you opt out of receiving these marketing messages, this will not apply to Personal Information provided to us as a result of a Service purchase, service experience or other transactions.
- e) **Change of purpose.**
- i) We will only use your Personal Information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the Processing for the new purpose is compatible with the original purpose, please contact us.
- ii) If we need to use your Personal Information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.
- iii) Please note that we may Process your Personal Information without your knowledge or Consent, in compliance with the above rules, where this is required or permitted by law.

6) DISCLOSURES OF PERSONAL INFORMATION

- a) We may share Personal Information with the parties set out below for the purposes set out in the table above.

i) **Internal Third-Parties**

Definition (as set out below):

- (1) Partners, affiliates, employees (including teachers and coaches), directors and/ or agents of El Shaddai (if applicable), acting as joint responsible parties or operators and who may also provide IT and system administration services and undertake leadership reporting. We require that these parties agree to Process such information based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.

Where we share Personal Information to our group (affiliates, collaborating companies/ partners/ agents), we ensure your Personal Information is protected by requiring all our collaborating companies to follow this Policy when Processing your Personal Information.

ii) **External Third-Parties:-**

Definition (as set out below):

- (1) Service providers acting as operators who provide IT and system administration services, subject to a Processing of personal information agreement between them and us;
- (2) Professional advisers acting as operators or joint Responsible Parties, including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- (3) The Revenue Services, regulators and other authorities acting as operators or joint Responsible Parties who require reporting of Processing activities in certain circumstances;
- (4) Educational organisations, such as (but not limited to) the Department of Education, Department of Social Development, Department of Welfare, Association of Christian Schools International, Western Cape Education Department, SACE and CEMIS, Cambridge International Examinations, South African Qualifications Authority.
- (5) Courts of law or any other authorities where we have an obligation under law to share your Personal Information.
- (6) Emergency services where we are required to protect the interest of a Data Subject;
- (7) Submission of learners' details where relevant to educational organisations for Olympiads, standardized tests and/or other educational competitions;
- (8) Where Personal Information, about the Learner, needs to be shared we first obtain the Competent Person's Consent where reasonably possible; and
- (9) In the event that we sell or buy any business or assets, in which case we may disclose your Personal Information to the prospective seller or buyer of such business or assets.

Where we make use of External Parties to deliver certain parts of the El Shaddai services (i.e. IT Support) we will conclude a Processing of Personal information / Operator Agreement with said parties before sharing personal Information with them.

Where Personal Information, about the Learner, needs to be shared with a doctor or occupational therapist we will first obtain the Competent Person's Consent where reasonably possible and where it is not an emergency to protect the legitimate interest of the Data Subject.

PRIVACY POLICY

The following table sets out the recipients/ categories of recipients (but not limited to) to whom El Shaddai may disclose Personal Information to:

Category of Personal Information	Recipients/ Categories of recipients to whom the Personal Information may be supplied
<p>El Shaddai may supply the Personal Information to any party to whom the school may have assigned or transferred any of its rights or obligations under any agreement, and/or to service providers who render the following (but not limited to) services:</p> <ul style="list-style-type: none"> • Capturing, organising and storing data. • Sending of emails and other correspondence to stakeholders. • Conducting due diligence checks. • Administration of the Medical Aid and Pension Schemes. • Administration of Workman compensation • 3rd Party Services • Coaches & student teachers 	
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Identity number and names, Credit and payment history, for credit information	Credit Bureaus
Name & Surname, ID number & Date of Birth, Address (Physical & Postal), Contact numbers, email address, Tile, Gender, Nationality, Marital status, Disability Status, Citizenship, Qualifications, Personal categories, Year of service, Nature of appointment, Duration of Appointment, remuneration status	Western Cape Education Department (CEMIS)
Examination purposes as explained with admissions as well as results released to USAF. Name & Surname, ID & Date of Birth	Cambridge International Examinations

(NOTE: El Shaddai will only disclose/supply Personal Information to external third parties in accordance with the terms set out in this Policy).

- iii) Third-Parties to whom we may choose to sell, transfer or merge all or parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your Personal Information in the same way as set out in this Privacy Policy.
- b) We require all Third-Parties to respect the security of your Personal Information and to treat it in accordance with the law. We do not allow our Third-Party service providers to use your Personal Information for their own purposes and only permit them to Process your Personal Information for specified purposes and in accordance with our instructions.

7) INTERNATIONAL TRANSFERS

- a) Some of our External Third-Parties may be based outside your country so their Processing of your Personal Information could involve a transfer of data outside your country. Whenever we transfer your Personal Information out of your country, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:
- We will only transfer your Personal Information to countries that have appropriate data protection and privacy legislation to protect your Personal Information.
 - Where we use certain service providers, we conclude an agreement with them to confirm that your Personal Information is confidential, they can only Process on our instructions and that they should establish and maintain appropriate technological and organisational measurements to protect your Personal Information.
 - Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide protection to personal information similar to the conditions under the POPI Act, which we believe are good principles to ensure compliance.
- b) By submitting your Personal Information to us you Consent to the transfer of your Personal Information outside the borders of your country (when required).

8) DATA SECURITY

- a) We have put in place appropriate technological and organisational measures to prevent Personal Information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to Personal Information to those employees, agents, contractors and other third-parties who have a business need to know. They will only Process Personal Information on our instructions, and they are subject to a duty of confidentiality.
- b) We have put in place procedures to deal with any suspected Personal Information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

9) DATA RETENTION

How long will we use your Personal Information for?

- a) We will only retain your Personal Information for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your Personal Information for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.
- b) To determine the appropriate retention period for Personal Information, we consider the amount, nature and sensitivity of the Personal Information, the potential risk of harm from unauthorised use or disclosure of your Personal Information, the purposes for which we Process your Personal Information and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.
- c) By law we have to keep basic information about our customers (including Contact, Identity and Transaction Data) for a minimum of five years after they cease being customers for tax purposes.
- d) In some circumstances you can ask us to delete your data: see your legal rights below for further information.
- e) In some circumstances we will anonymise your Personal Information (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

10) SOCIAL MEDIA

- a) Our Sites or Services may, in certain circumstances, provide you with social plug-ins from various social media networks. If you choose to interact with a social network such as Facebook or YouTube (for example by registering an account or click on the links from our website), your activity on our website(s) will also be made available to that social network. This is necessary for the performance of your contract with us which allows you to interact with a social network. If you are logged in on one of these social networks during your visit to our website(s) or are interacting with one of the social plug-ins, the social network might add this information to your respective profile on this network based on your privacy settings. If you would like to prevent this type of information transfer, please log out of your social network account before you enter our website(s), or change the necessary privacy settings, where possible.
- b) Communication, engagement and actions taken through external social media networks that we participate in are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.
- c) You are advised to use social media networks wisely and communicate/engage with them with due care and caution in regard to their own privacy policies (if any). **PLEASE NOTE: WE WILL NEVER ASK FOR PERSONAL OR SENSITIVE INFORMATION THROUGH SOCIAL MEDIA NETWORKS AND ENCOURAGE USERS, WISHING TO DISCUSS SENSITIVE DETAILS OR TO RESOLVE ISSUES/ CONCERNS, TO CONTACT US THROUGH PRIMARY COMMUNICATION CHANNELS SUCH AS BY TELEPHONE OR EMAIL.**
- d) Our social media network page(s) may share web links to relevant web pages. By default, some social media platforms shorten lengthy URL's. You are advised to exercise caution and due care before clicking on any shortened URL's published on social media platforms by this website. Despite our best efforts to ensure that only genuine URL's are published, many social media platforms are prone to spam and hacking and therefore our website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

11) YOUR LEGAL RIGHTS

- a) Under certain circumstances, you have the following rights under data protection laws in relation to your Personal Information:
 - i) **Request for Access:** Request access to Personal Information (commonly known as a "Data Subject access request"). There may be a fee associated with this request – see below. This enables you to receive a copy of the Personal Information we hold about you and to check that we are lawfully Processing it. Kindly refer to our PAI Manual on our website. NOTE: for information on the process a Data Subject must follow in order to request access to Personal Information see the [El Shaddai PAI Manual](#) (Click on link)
 - ii) **Request Correction** of the Personal Information that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us. NOTE: for information on the process a Data Subject must follow in order to request a correction to Personal Information see our General [Personal Information Correction or Deletion Procedure document](#).

PRIVACY POLICY

- iii) **Request erasure** of your Personal Information. This enables you to ask us to delete or remove Personal Information where there is no good reason for us continuing to Process it. You also have the right to ask us to delete or remove your Personal Information where you have successfully exercised your right to object to Processing (see 10 c) below), where we may have Processed your information unlawfully or where we are required to erase your Personal Information to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request. Take Note: Erasure of your Personal Information shall further not limit our rights in terms of Aggregate Data and Pattern Data. NOTE: for information on the process a Data Subject must follow in order to request a deletion to Personal Information see our General [*Personal Information Correction or Deletion Procedure document*](#).
- iv) **Object to Processing** of your Personal Information where we are relying on a legitimate interest (or those of a third-party) and there is something about your particular situation which makes you want to object to Processing on this ground, as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are Processing your Personal Information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to Process your information which override your rights and freedoms. NOTE: for more information on the process a Data Subject must follow in order to request an objection to the processing of Personal Information see our General [*Personal Information Objection Procedure document*](#).
- v) **Request restriction of Processing** of your Personal Information. This enables you to ask us to suspend the Processing of your Personal Information in the following scenarios:
 - (1) If you want us to establish the data's accuracy.
 - (2) Where our use of the data is unlawful, but you do not want us to erase it.
 - (3) Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
 - (4) You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
- vi) **Request the transfer** of your Personal Information to you or to a third-party. We will provide to you, or a third-party you have chosen, your Personal Information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided Consent for us to use or where we used the information to perform a contract with you. Contact us if you need to transfer your Personal Information.
- vii) **Withdraw Consent** at any time where we are relying on Consent to Process your Personal Information. However, this will not affect the lawfulness of any Processing carried out before you withdraw your Consent. If you withdraw your Consent, we may not be able to provide certain Services to you. We will advise you if this is the case at the time you withdraw your Consent.
- b) If you wish to exercise any of the rights set out above, please contact us at the details mentioned 1)b) above and we will guide on you what information we may required from you
- c) **Fee required:** Apart from any prescribed fees under any applicable data protection legislation, you will not have to pay a fee to access your Personal Information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.
- d) **What we may need from you:** We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Information (or to exercise any of your other rights). This is a security measure to ensure that Personal Information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.
- e) **Time limit to respond:** We try to respond to all legitimate requests within 30 (thirty) days. Occasionally it could take us longer than 30 (thirty) days if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

12) DEFINITIONS

- a) **Competent Person** means any person who is legally competent to Consent to any action or decision being taken in respect of any matter concerning a child;
- b) **Consent** means any voluntary, specific and informed expression of will in terms of which permission is given for the Processing of Personal Information;
- c) **Child or Learner** 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- or herself;
- d) **Data Subject** means the person to whom Personal Information relates and, in this document, refers to you as the party providing Personal Information that will be Processed by El Shaddai or a relevant third-party (including you and your Child).
- e) **Legitimate Interest** means the interest of our business in conducting and managing our business to enable us to give you the best Service and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we Process your Personal Information for our legitimate interests. We do not use your Personal Information for activities where our interests are overridden by the impact on you (unless we have your Consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.
- f) **Performance of Contract** means Processing your data where it is necessary for the performance of a contract to which you are a party, or that you have the or to take steps at your request before entering into such a contract.

PRIVACY POLICY

- g) **Personal Information** means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to (related to our business): information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person, information relating to financial history of the person; any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; the personal opinions, views or preferences of the person; correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- h) **Responsible Party** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for Processing Personal Information.
- i) **Services** has the same meaning as per our explanation on our website: <https://www.littlehill.co.za>.
- j) **Special Personal Information** means information that may be sensitive information, such as details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and biometric information or criminal convictions and offences.

END OF POLICY