

Privacy Notice for Viduya Solutions and Technology Services PTY LTD

Introduction

This is a Privacy Notice of Viduya Solutions and Technology Services PTY LTD, available at our Websites www.vstservices.co.za, www.viduya.co.za, as well as all its sub-domains, which applies to the Personal Information of Viduya Solutions and Technology Services PTY LTD customers, suppliers, affiliates, and visitors.

Viduya Solutions and Technology Services PTY LTD respect the rights and complies with all laws in South Africa with respect to the handling of personal information, including collection, use, storage, sharing and disposal.

The Privacy Notice helps you understand how Viduya Solutions and Technology Services PTY LTD handles personal information when you use the Website or interact with us in other ways such as at our offices or over the telephone or email.

This Privacy Notice does not apply to any third-party websites which may be accessible through links on the Website. Viduya Solutions and Technology Services PTY LTD makes no representations or warranties about the privacy practices of any third party and does not accept any responsibility for the privacy practices of, or content displayed on third party websites. Third party website providers are responsible for informing you about their own privacy practices.

Changes to Privacy Notice

VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD may change or update this Privacy Notice from time to time. Any updated versions of this Privacy Notice will be posted on the Website and will be effective from the date of posting. Where practical, and at VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD discretion, notice of the change will be displayed on the Website

What personal information does Viduya Solutions and Technology Services PTY LTD handle?

When used in this Notice, the term “personal information” has the meaning given to it in the Protection of Personal Information Act, 2013 (POPIA). Personal information is any information that can be used to personally identify a natural or juristic person. Special personal information is any information that is considered by law to be particularly sensitive information. This includes information related to your health, intimate relationships, race, ethnic origin, religious or philosophical beliefs, trade union membership, political persuasion, and criminal behavior.

We may collect, use, store and otherwise handle by any means (also known as “processing”) the following personal information, whether that information is provided by you or by a third party:

1. Your biographical information including your:
 - a. Name
 - b. Gender
 - c. Date of birth
 - d. Language
 - e. Nationality.
2. Your contact information including your:
 - a. Telephone number(s)
 - b. Address
 - c. Email address

- d. Country of residence
 - e. Your contact information if you are a client's emergency contact person or next of kin.
 3. Your identification information including your:
 - a. National identity details
 - b. Passport information
 - c. Company registration number
 - d. Booking reference
 - e. Death
 - f. Birth certificate.
 4. Financial, legal and qualification information including your:
 - a. Bank account information and Value Added Tax number where you are a supplier to VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD.
 - b. Credit card information and bank statements (in the case of queries or refunds), power of attorney relating to you, financial and qualification background checks conducted when you apply for employment.
 5. Communications including:
 - a. Correspondence with you.
 6. Website information including:
 - a. Information collected through cookies when you use our website or other information you provide to us when using our website.
 7. Special Personal Information including:
 - a. Health/medical information (for example allergies, disabilities, dietary requirements, records of accidents and illnesses)
 - b. Photographs and TV footage
 8. In addition, we may collect any other information relating to you which we lawfully receive, and which may be relevant to your dealings with VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD. If the information that VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD collects personally identifies you, or you are reasonably identifiable from it, VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD will treat it as personal information.

Personal Information of third parties

You should not disclose the personal information of third parties to VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD unless:

1. There is a reason why VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD needs to have that information.
2. You are permitted by the third party to disclose their personal information to VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD or you must be their parent or guardian.
3. You have brought this privacy policy to the attention of the third party.
4. An example of when you may disclose a third party's personal information to us is when you are booking a course on the third party's behalf with their consent.
5. When you give us the personal information of a third party, please provide a copy of this Privacy notice to that person so that they can also be made aware of the conditions under which their personal information is handled by us.

6. If you provide health related special personal information to us in respect of a third party by completing a Special Needs Request Form and giving us an accompanying doctor's report, specific requirements apply to that.
7. VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD has no way of checking that you have complied with the requirements relating to the disclosure of third party's personal information and therefore must assume that you have done so.

How does Viduya Solutions and Technology Services PTY LTD collect personal information?

VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD collects your personal information directly from you in the following ways, when you:

1. Access and use our Websites or any of our online platforms or applications.
2. Visit VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD offices or other premises.
3. Register a course with us.
4. Purchase or use other services from VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD
5. Train with VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD or use any of our other services.
6. Complete a Special Medical Needs Request Form.
7. Address a query with us.
8. Interact with us on social media, or through direct messaging systems.
9. Enter a promotional competition run by us.
10. Apply to VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD for employment.
11. Communicate with VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD in any way.
12. Have a business relationship with VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD.
13. VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD also collects your personal information from third parties when they book courses or other services on your behalf or where a doctor, caregiver, parent or guardian or referee provides information about you to us and any public information sources.

What happens if you do not give permission to have your personal information collected by Viduya Solutions and Technology Services PTY LTD

If you do not provide VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD with your personal information where VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD requires it, you may not be able to train or use VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD websites and other services, book a course or other VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD services, do business with VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD, apply to VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD for employment, enter VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD premises or access certain portions of the Website or VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD online platform and applications and this may restrict your dealings with VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD.

For what purposes does Viduya Solutions and Technology Services PTY LTD handle your personal information

1. The law permits us to handle personal information where there is a lawful purpose and justification for doing so. Justifications include where we have your consent, where it is necessary to perform or conclude a contract with you, where it is in our or your legitimate

interests or where the law requires us to do so. The purposes for which we handle personal information are set out below.

2. We are only permitted to handle your special personal information under limited circumstances. We will only do so with consent or where we are otherwise permitted by the law.
3. We will only handle your personal information for the purposes for which we have obtained it and on a ground of justification stated in POPIA.

The purposes include:

1. To manage our relationship with you ► to ensure compliance with laws and to be able to conduct our business with you, engage with you or market and provide our services to you, authenticate your identity, to enable us to communicate with you and provide information to you and keep our records updated. Justification: Training requirements need to be adhered to.
2. To manage recruitment ► including eligibility for work, processing job applications requirements. Justification: Your consent
3. To comply with policies including monitoring ► including in relation to claims, or legal processes or requirements and conducting investigations and incident response. We may conduct limited monitoring in accordance with the Regulation of Interception of Communications and Provision of Communication-related Information Act, 2002 or our IT policy, or your consent. Justification: (i) Our legitimate interest; (ii) Your consent where we ask for it and no other ground of justification applies.
4. For security purposes ► for providing IT support, security, and your authentication (e.g. to check for unauthorised use of those systems and to comply with record keeping and other legal obligations) and to enable you to access our premises. Justification: Our and your legitimate interest, compliance with laws governing cross border travel.
5. To maintain a safe working environment ► we may collect and use personal information to provide a safe and healthy working environment for our suppliers whilst on our premises. Where appropriate, we may share this information with governmental and law enforcement agencies.

This may include special personal information such as:

- a. Health information, to make provision for disabilities, allergies, illnesses, and injuries, including the provision of such information to third parties such as insurers or medical professionals where appropriate; or
 - b. Details of criminal offences, so that we can prevent and detect crime.
Justification: (i) Our legitimate interest; (ii) To comply with the law including the occupational Health and Safety Act, 1993; (iii) To conclude or perform in terms of a contract with you
6. Where we cannot rely on an alternative legal justification for our handling of your personal information above, we will rely on your consent. Where we do so, you are free to withdraw your consent at any time by contacting us. However, where you withdraw your consent, the consequences for not giving permission may apply.
 7. Generally, where you are our customer, we handle your personal information on the basis that it is necessary to do so in connection with our contract with you. We may also handle your personal information to further our legitimate interests, such as to optimise the working environment, and our other business interests or in terms of the law. In all instances we will have a lawful justification to handle your personal information

To whom does Viduya Solutions and Technology Services PTY LTD disclose your personal information?

VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD may disclose your personal information to:

1. Our employees, affiliates and it's representatives or third-party service providers.
2. Financial institutions in the case of refunds.
3. Persons to which we transfer our rights and obligations under our contracts with you.
4. Our insurers and our professional advisors, including our accountants, lawyers, business advisors and consultants.
5. Employment agencies, past employers or companies that contracted you to us, credit bureaux, antifraud agencies, sanctions, and politically exposed person screening lists.
6. Our customers
7. Law enforcement or regulatory bodies; and
8. Any other juristic or natural person for any authorised purpose with your consent.
 - a. We may disclose the personal information of other persons where necessary (for example, another person on whose behalf you have booked a course) to our service providers and business partners.
 - b. We will never sell personal information.

Direct Marketing

1. If you are a customer of VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD, we may send you marketing communications from time to time that may be of interest to you. Each time you receive such a communication from us, there will be a simple and convenient method of opting out of receiving future marketing communications from us.
2. If you are not a customer of VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD, we may request your permission to send you marketing communications from time to time that may be of interest to you. If you decline the request, VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD will not send you marketing communications.

Security and storage

1. We may hold personal information in either electronic or hard copy form. In both cases we will take reasonable and appropriate steps to ensure that the personal information is protected from misuse and loss and from unauthorised access, modification, or disclosure.
2. We restrict access to the personal information to those authorised persons who need to use it for the relevant purpose(s).

How can you exercise your rights?

1. Confirmation that we have your personal information.
2. Access to the records containing your personal information or a description of the personal information that we hold about you
3. You also have the right to object to our handling of your personal information on reasonable grounds where our justification for doing so is our or your legitimate interests.
4. When making a request we require adequate proof of identity which will include providing a certified copy of your identity or registration document/s.
5. We will try to provide you with suitable means of accessing information, where you are entitled to it, by for example, posting or emailing it to you.
6. There may be instances where we cannot grant you access to your personal information. For example, if your access would interfere with the privacy of others or would result in a breach

of confidentiality, we may need to refuse access. If we refuse access, we will give written reasons for our refusal.

7. If you believe that any personal information that we hold about you is inaccurate, irrelevant, outdated, incomplete or misleading, you may request us to correct it. If you believe that any personal information that we hold about you is excessive or has been unlawfully obtained or that we are no longer authorised to retain the information, you may request that we destroy or delete it. We will consider if the information requires correction, deletion, or destruction and if we do not agree that there are grounds for action, you may request that we add a note to the personal information stating that you disagree with it.
8. We may charge a reasonable fee to cover our administrative and other reasonable costs in providing the information to you. We will not charge you for simply making the request or for us making any corrections to the personal information.

You also have the right to complain to the Information Regulator where you believe that we are not handling your personal information in accordance with the law. Complaints may be sent to the following email address: info@vstservices.co.za

Unlawful access to your personal information

If you believe that your personal information has been unlawfully accessed or acquired, you may contact VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD using the contact information below and provide details of the incident so that VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD can investigate it

Changes to personal information.

We are required to take steps to ensure that the personal information we hold is accurate, complete, relevant, not misleading, and up to date. Should your personal information (or the personal information you provide) change, you must inform us and provide us with all changes as soon as reasonably possible to enable us to update the personal information.

Contact Information

If you have any questions about this Privacy Policy, or you wish to update your personal information you may contact VIDUYA SOLUTIONS AND TECHNOLOGY SERVICES PTY LTD by email - info@vstservices.co.za, or calling 078 9884954. When contacting us, please provide your name and other identifying information that you know we have in connection with you and a means through which we may reply to you (preferably an email address) so that we can deal with your communication efficiently.