

11 November 2022

A PRIVACY NOTICE FOR BSI WEBSITES

We respect the privacy of everyone who visits this website. As a result, we would like to inform you regarding the way we would use your Personal Information. We recommend you read this Privacy Notice and Consent so that you understand our approach towards the use of your Personal Information.

When you visit our websites, we collect personal information about how you interact with the site and when you submit an online form. We use this information to respond to your requests and to improve our websites. This privacy notice will help you understand how we do that. This notice may change, and we will update the date at the top of this page if it does. By submitting your Personal Information to us, you will be treated as having given your permission – where necessary and appropriate – for dis-closures referred to in this policy.

By using this web site, you acknowledge that you have reviewed the terms of this Privacy Notice and Consent to Use of Personal Information (the "Privacy Notice and Consent") and agree that we may collect, use and transfer your Personal Information in accordance therewith.

If you do not agree with these terms, you may choose not to provide any Personal Information, but this may impact on our ability to support you as a student, employee, service provider or client.

This Privacy Notice and Consent forms part of our Terms and Conditions of Use and such shall be governed by and construed in accordance with the laws of South Africa. This Notice explains how we obtain, use and disclose your personal information, as required by the Protection of Personal Information Act, 2014 (POPI Act).

At the Business Skills Institute ("BSI"), we are committed to protecting your privacy impact and to ensure that your Personal Information is collected and used properly, lawfully, and openly.

1. Information We Collect and Use

We collect your information when you complete any online form available on our websites. We use the information to review and respond to your application, query, or request. When appropriate, we will provide more detail about how we use your information on the form.

Contact us to find out how we can help move your future forward with the power of knowledge!

Website: <https://bsi-institute.co.za> / <https://lms.bsi-institute.co.za>

Email: info@bsi-institute.co.za | **Telephone:** +27 21 111 0580

We use cookies to make our site work and to measure how you use the site. Essential cookies enable core functionality such as security, network management, and accessibility. We also use cookies to manage your preferences. For instance, to hide a pop-up notice for a specific time after you have acknowledged it.

We use analytics software to collect information about your behaviour when you visit our websites. We get an aggregated view of users' behaviour that we use to improve users' overall experience. We do not track individual users. We use analytics, market research and targeted advertising tracking technologies to share your website usage data with third parties.

You may disable cookies by changing your browser settings, but this may affect how the websites functions.

2. How We Share Your Information

We will only share your personal information with others if necessary to manage our relationship with you or ensure that the Institute runs smoothly and for the purposes which it was collected or agreed with you, for example:

- Analyse the effectiveness of our advertisements, competitions, and promotions.
- Collect information about the device you are using to view the site, such as your IP address or the type of internet browser or operating system you are using, and link this to your Personal Information so as to ensure that the site presents the best web experience for you.
- Evaluate the use of the site, products, and services.
- For audit and record keeping purposes.
- For market research purposes.
- For monitoring and auditing site usage.
- Help speed up your future activities and experience on the site. For example, a site can recognise that you have provided your Personal Information and will not request the same information a second time.
- In connection with legal proceedings.
- Make the site easier to use and to better tailor the site and our products to your interests and needs.
- Offer you the opportunity to take part in competitions or promotions.
- Personalise your website experience, as well as to evaluate (anonymously and in the aggregate) statistics on website activity, such as what time you visited it, whether you've visited it before and what site referred you to it.
- Suggest products or services (including those of relevant third parties) which we think may be of interest to you.

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- To assist with business development.
- To carry out our obligations arising from any contracts entered into between you and us.
- To conduct market or customer satisfaction research or for statistical analysis.
- To confirm and verify your identity or to verify that you are an authorised customer for security purposes.
- To contact you regarding products and services which may be of interest to you provided you have given us consent to do so or you have previously requested a product or service from us, and the communication is relevant or related to that prior request and made within any timeframes established by applicable laws.
- To notify you about changes to our service.
- To respond to your queries or comments.
- We will also use your Personal Information to comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.

We may share your information with service providers to help us:

- communicate with you;
- process your application, query, or request;
- manage our online content and services; and
- manage operations.

We only share the information that the service provider needs – nothing more.

Whether our service providers are in South Africa or another country, they must agree to keep your personal information as safe and confidential as we do; and they may only use it for the reason we share it with them.

We ensure that we have the necessary contracts in place before we share your information.

3. We Do Not Hoard Your Information

We only keep your information for as long as we must, for business reasons or as the law requires.

4. We Do Our Best to Keep Your Information Secure

We have reasonable security measures in place to protect your personal information from:

- being lost;

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- being used in the wrong way or for the wrong reason;
- being accessed without permission;
- being changed; and
- being destroyed.

If any of these things happen, it is called a security breach.

The more sensitive the information is, the better we protect it. Although we cannot guarantee that we will never experience a breach, we check our systems regularly for security issues.

If something should happen, we have taken steps to minimise the threat to your privacy. We will let you know if your personal information has been compromised and let you know what you can do to minimise the impact of the breach.

If you suspect that we (or you) have had a security breach, please let us know immediately by sending an email to info@bsi-institute.co.za.

Please include as much information as you can about what may have happened.

5. Your Rights and Preferences

You have the right to:

- ask what we know about you;
- ask what personal information we send to our suppliers, service providers, or anyone else;
- ask us to update, correct or delete any out-of-date or incorrect personal information we have about you;
- unsubscribe from marketing;
- object to our use of your personal information;
- ask that a person review certain automated decisions that we make about you, express your point of view about those decisions, and ask us to explain the decision; and
- complain to the Information Regulator.

It can take us up to 21 days to respond to your request because there are procedures that we need to follow. In some instances, we may ask you for proof of your identity or a valid proof of residence.

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6. Contact Us

If you have any questions about this notice, please email us at info@bsi-institute.co.za.

You can also contact our Information Officer at:

Email: info@bsi-institute.co.za

Address: 3 Neutron Avenue
Neutron House, 1st Floor, Unit 1.1
Techno Park
Stellenbosch
7600