

## Website T&Cs | Privacy Notice



### Introduction

At the Infinite Ability Solutions (“IAS”, “we”, “us”, “our”) one of our main priorities is the privacy of our staff, students, suppliers, and visitors.

As a visitor to the website of the Infinite Ability Solutions IAS, you accept the terms and conditions as detailed herein, all rights reserved.

This website and its content is the copyright of IAS. Printing, copying, downloads, or temporarily storage of extracts from the website for your personal information or for non-commercial use on condition that you do not delete, or alter the information in any way. Any other use is prohibited without IAS’s prior written consent.

Whilst IAS has taken reasonable steps to ensure up-to-date, accurate and correct information on this website, IAS, nor any third party provide any warranty or guarantee in relation to the content of this website.

These conditions of use and your use of the website and downloads from it are governed by the laws of the Republic of South Africa. The South African courts shall have exclusive jurisdiction in any dispute arising out of these conditions of use or your use of the website.

This Privacy Notice sets out the roles and responsibilities that IAS has when it we process your personal information as well as the rights which you have as a data subject. In summary:

- We use your personal information to manage our organisation (including marketing communications, where you have requested them), recruit new staff, comply with our legal obligations, and improve and monitor the performance of our digital platforms
- We may add your personal information to our contacts database which we manage, and which may be used by our departments
- We take steps to minimise the amount of personal information which we hold about you and to keep it secure
- We have measures in place to safeguard your personal information when we transfer it outside of South Africa
- We delete your personal information when we no longer need it, and we have policies in place to govern when that is
- You have a number of rights in relation to your personal information

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- We are happy to answer your questions about any of the above – you can submit queries regarding our treatment of your personal information via the IAS website accessible from <https://www.infas.co.za> (the “**website**”).

For further details about how we process your personal information you can read the appropriate section of this Privacy Notice below:

### **About this Privacy policy**

collects, stores, uses, and protects personal information that can be associated with any of its stakeholders (data subjects), whether natural or legal persons, and which can be used to identify you or that person. IAS must collect and process applicable personal information about you when you engage with us. This enables us to manage our relationship with you and run the relevant operations.

This Privacy Notice sets what type of personal information we collect from you when:

- recipient of IAS’s services someone who has signed up to receive marketing communications from IAS, member of the public, donor, sponsor, or are just browsing IAS’s website.
- You are applying (or enquiring) to become an employee, staff member, contractor, consultant, temporary or agency worker at IAS.

This Privacy Notice also applies to personal information which we collect from you when you visit IAS’s website and utilise our online activities.

We reserve the right to change this Privacy Notice from time to time. If we make changes to this Privacy Notice, we will provide the updated Privacy Note on the website. If you want to make sure that you are up to date with the latest changes, we advise that you frequently visit the website and this page.

It is important that you read this Privacy Notice, together with any other notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

### **Conditions for Lawful processing**

We, as a responsible party in terms of the Protection of Personal Information Act, 2013 (“POPIA”), will adhere to and comply with the requirements relating to the lawful processing of personal information. Accordingly, when we collect and process your personal information we will do so in accordance with the following conditions:

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- **Accountability** – we will remain responsible for ensuring that your personal information is collected and processed in accordance with POPIA.
- **Processing Limitation** – we will process your personal information in a reasonable manner which is adequate, relevant, and not excessive and which does not infringe on your privacy.
- **Purpose Specification** – we will only collect your personal information for a specific, explicitly defined, and lawful purpose. We will not retain records of your personal information for longer than it is necessary for us to achieve the purpose for which it was collected.
- **Further Processing Limitation** – further processing of your personal information must be compatible with the purpose for which that personal information was initially collected.
- **Information Quality** – we will take reasonable steps to ensure that your personal information which we process is complete, accurate, not misleading, and updated where necessary.
- **Openness** – we will maintain records of our processing operations and we will use reasonable efforts to notify you when we collect your personal information.
- **Security Safeguards** – we will ensure that we, and anyone who processes your personal information on our behalf, maintains the integrity and confidentiality of your personal information.
- **Data Subject Participation** – you are entitled to request records of your personal information which we hold, and to ask us to update, correct, or, some cases, destroy your personal information which we hold.

### What are My Rights

Under POPIA, you have the following rights, which we will always work to uphold:

- to be informed about our collection and use of your personal information, as well as what records of your personal information we have. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions;
- to request access to and the right to rectify, correct, or delete, the personal information which has been collected about you;

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- to object to the processing of your personal information at any time; and
- to lodge a complaint with the Information Regulator if you believe that we have violated any of your rights. You can contact the Information Regulator at mailto: [POPIAComplaints@inforegulator.org.za](mailto:POPIAComplaints@inforegulator.org.za)

### Personal Information Do We Collect and Why

Who are you?

I am...

**...a recipient of IAS's services, someone who has signed up to receive marketing communications from IAS, member of the public, or are just browsing IAS's website**

Category	Types of personal information
<b>Contact Information</b>	<ul style="list-style-type: none"><li>• Name</li><li>• Address</li><li>• Telephone number</li><li>• Place of work, job title and organisation contact information (if applicable)</li></ul>
<b>Identity and Other Regulatory Information</b>	<ul style="list-style-type: none"><li>• Date of birth</li><li>• Identification information (e.g. passport, utility bill and/or bank statement)</li><li>• Academic information (e.g. matric results and previous academic transcripts)</li></ul>
<b>Billing Information</b>	<ul style="list-style-type: none"><li>• Details relating to your account or enquiries, including account related communications with you</li><li>• Information about other people (e.g. your parents and/or guardians) that you share with us in connection with your account</li><li>• Your billing, payment, and banking details</li></ul>
<b>Marketing Preferences</b>	<ul style="list-style-type: none"><li>• Marketing communications preferences</li></ul>

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	<ul style="list-style-type: none"><li>• Your interests and preferences which you have provided us with</li></ul>
<b>Browsing and Device Usage Information</b>	<ul style="list-style-type: none"><li>• Information automatically generated through your use of our websites and other digital platforms</li><li>• IP address</li></ul>

What types of personal information do we collect and where do we get it from?

The personal information we process about you broadly falls into five main categories: (i) Contact Information; (ii) Identity and Other Regulatory Information; (iii) Billing Information; (iv) Marketing Preferences; and (v) Browsing and Device Usage Information.

We collect your personal information from various sources.

Please note that if you do not provide us with your Contact Information we may not be able to provide you with any information you request, and if you do not provide us with your Contact Information, Identity and Other Regulatory Information or certain Billing Information, we may not be able to assist you.

### **What do we do with your personal information, and why?**

We use your personal information for a few different purposes. We will ensure that we always have a lawful basis (i.e. a reason prescribed by law) for processing your personal information, such as where you have given your consent, where the processing is necessary for the performance of our obligations to you under a contract, where we are required by law to process your information, or where the processing is necessary for pursuing our legitimate interests or protecting your legitimate interests.

With your permission and/or where permitted by law, we will use your personal information for marketing purposes, which may include contacting you by email and/or telephone with information, news and offers on our services, courses and university life. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under applicable, and you will always have the opportunity to opt-out.

We will only use your personal information for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible

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with that or those original purpose(s) and need to use your personal information for that purpose.

The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances.

We may also process certain special categories of personal information, such as information concerning your religious or philosophical beliefs, race, health or sex life, or personal information of minors, which require a higher standard of protection under applicable laws. For these special categories of personal information, different lawful bases apply. The purposes applicable to you will vary according to the relevant holder of your personal information. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances. We also have policies in place explaining our procedures for ensuring compliance with applicable laws in connection with the processing of special categories of personal information.

Where our processing is based on your consent, **you can withdraw your consent** at any time. If you do this, it won't impact any processing we've done prior to that date. However, if you fail to provide your personal information, or your consent to us to process your personal information in certain instances, this may affect our ability to perform our obligations to you or due in law and may further impact our ability to enter into a contract of employment or engagement with you.

### **Do we share your personal information?**

IAS does will not sell your personal information, but we may sometimes share the personal information which we collect from you, third parties, or the website with the following third parties:

- other organisations with whom IAS collaborates
- contracted third parties to IAS who assist it with its business operations, including and not limited to fraud prevention, bill collection, marketing and technology services (in which case such providers are contractually obliged to use your personal information only with the services they supply and not for their own benefit)
- credit bureaus to report financial information, as permitted by law

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- banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilise the services to receive payments and you meet their criteria)
- with law enforcement as subpoena or court order requires
- with law enforcement or security companies for the purposes of the protection and safety of any individual or the general public.
- with regulators as law or regulatory audits require

In some cases, the third parties may require access to some or all of your personal information. Where any of your personal information is required for such a purpose, we will take all reasonable steps to ensure that your personal information will be handled safely, securely, and in accordance with your rights.

### **Safeguarding & retaining your personal information**

We are committed to securing your personal information and keeping it confidential. We have done everything in our power to prevent unauthorized access to, and disclosure of, your personal information by implementing technologies and software which help us safeguard all the information we collect online.

We will retain your personal information only for as long as necessary for the achieving the purposes outlined above, to comply with our legal obligations, resolve disputes, and enforce our rights.

### **Restricting the collection of your personal information**

At some point, you might wish to restrict the use and collection of your personal information. You can achieve this by doing the following:

When you are filling the forms on the website, make sure to check if there is a box which you can leave unchecked, if you don't want to disclose your personal information.

If you have already agreed to share your information with us, feel free to contact us via the website and we will be more than happy to change this for you.

IAS will not lease, sell, or distribute your personal information to any third parties, unless we have your permission. We might do so if the law forces us. Your personal information will be used when we need to send you promotional materials if you agree to this Privacy Notice.

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### Website terms, cookies and third-party websites

#### Website Terms and Conditions

By using IAS's website and submitting your information on the website, you accept the website's Terms and Conditions and explicitly consent to the collection, use, and disclosure of your personal information in the manner described in this Privacy Notice.

#### Cookies and Browser Information

For information on how IAS deals with cookies when you use the website, please refer to

our **Cookies Policy**. Please note that cookies don't allow us to gain control of your computer in any way. They are strictly used to monitor which pages you find useful and which you do not so that we can provide a better experience for you.

Please note that other websites visited before entering the website might place personal information within your URL during a visit to it. IAS has no control over such websites.

Accordingly, a subsequent website that collects URL information may log some personal information.

#### Hyperlinks To Third Party Sites

The website may include links to other third-party websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s). IAS is not responsible for, gives no warranties, nor makes any representations in respect of the privacy policies or practices of any third-party.

We advise you to consult the respective privacy policies, notices, or documents of these website(s) for more detailed information regarding their treatment of your personal information. These notices may include their practices and instructions about how to opt-out of certain options.

#### Contact us

If you want to know what personal information we have about you, or if you have any questions or concerns arising from this privacy notice or the way in which IAS handles your personal information, please contact [info@infas.co.za](mailto:info@infas.co.za) .



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You can ask us for details of your personal information and for a copy of it (where any such personal information is held). This is known as a “data subject access request”.

All data subject access requests should be made in writing to [info@infas.co.za](mailto:info@infas.co.za)

There is normally no charge for a data subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request as soon as reasonably possible from the time of receiving it. In some cases, however, particularly if your request is more complex, more time may be required. You will be kept fully informed of our progress.

### **Information regulator**

Should you wish to contact the South African Information Regulator, we have provided their contact details:

**Telephone:** 012 406 4818

**Fax:** 086 500 3351

Email enquiries: [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za)