



## **THE PROTECTION OF PERSONAL INFORMATION ACT**

### **USER PRIVACY NOTICE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”).

At Michael Oak Waldorf School we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

#### **ABOUT THE COMPANY**

Michael Oak Waldorf School is an independent school registered with the Western Cape Education Department.

Michael Oak Waldorf School is a member of the SA Federation of Waldorf Schools and the Independent Schools Association of South Africa.

4 Marlow Road, Kenilworth, Cape Town | +27 21 797 9728 | [info@michaeloak.org.za](mailto:info@michaeloak.org.za)

#### **THE INFORMATION WE COLLECT**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements, and delivering services accordingly. For this purpose, we will collect contact details including your name and organisation.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using “cookies” which allows us to collect standard internet visitor usage information.

#### **HOW WE USE YOUR INFORMATION**

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained because of an obligation imposed by law on us; the protection of your legitimate interest; or for the proper performance of a public law duty by a public body.

For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

## **DISCLOSURE OF INFORMATION**

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

## **INFORMATION SECURITY**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- IT systems security (including physical security);
- Access to personal information;
- Security in contracting out activities or functions to third-parties;
- Retention and disposal of information;
- Protection of data;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

## **YOUR RIGHTS: ACCESS TO INFORMATION**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee. The relevant form to be used is included with our Data Protection Policy.

## **CORRECTION OF YOUR INFORMATION**

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. The relevant form to be used is included with our Data Protection Policy.

## **DEFINITION OF PERSONAL INFORMATION**

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, Michael Oak also includes the following items as personal information:

- 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 the education or the medical, financial, criminal or employment 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 biometric information of 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;
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

## **HOW TO CONTACT US**

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website.

This version of the Policy was prepared in June 2024.