

VICTORY HOUSE

Private School CC

Reg. No. 2004/054287

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Protection of Personal information policy

1. About this policy

Victory House Private School strives to ensure that our use of Personal Information of data subjects is lawful, reasonable, and relevant to our business activities, with the ultimate goal of improving our offerings and your experience.

Victory House Private School respects our Learners and their Parents' / Guardians' privacy and is committed to protecting the privacy of our customers. Furthermore, we seek to employ best practice when it comes to the collection and processing of personal information in accordance with data protection or privacy legislation.

Where we share information with third party providers or provide links to websites of other organisations, this Privacy Notice does not cover how that organisation processes personal information.

This Privacy Notice sets out what we will do with any Personal Information we collect from or about you, or that you provide to us, when you use our services, make an application to enroll at our school, including applications submitted via our website. Please read this policy carefully to understand our views and practices regarding your Personal Information and how we will treat it.

It is important that you read this policy together with our contract and all other documents or agreements provided to you. This will enable you to properly understand the manner in which Victory House Private School will process your Personal Information and the obligation you undertake when enrolling at our institution. This policy supplements any such other documents and agreements, and is not intended to override them.

If you are a consumer, as defined in the Consumer Protection Act 68 of 2008 ("Consumer Protection Act") we have a duty to point out certain important terms to you. The paragraphs which contain these important terms and reasons why they are important are set out below.

- Limitations of risk, legal responsibilities and liability. Clauses 8 and 11 are important because they limit and exclude obligations, liabilities and legal responsibilities that we may otherwise have. As a result of these clauses, your rights and remedies against us and other persons and entities are limited and/or excluded. These clauses also limit and exclude your right to recover or make claims for losses, damages, liability or harm you or others may suffer. Clause 8 and 11 state that you know and accept that the Internet is not absolutely secure and there is a risk that your Personal Information will not be secure when transmitting over the Internet.

- Assumption of risk, legal responsibilities and liability to you. Clause 11 is important because you take on risk, legal responsibilities and liability. As a result of this clause, you may also be responsible for claims and other amounts. You will also be responsible for, and you accept, various risks, damages, harms, and injury which may be suffered by you and others as stated in this clause. In terms of this clause, you waive your rights and as a result we may not have to perform our duties and you may not become aware of information that you may need to protect yourself.
- Acknowledgement of fact by you. Clause 5 is important because it contains statements which are acknowledgments of fact by you. You will not be able to deny that the statements are true. We may take action against you and may have claims against you as a result of these statements. You will not be able to take any action against us if you suffer harm as a result of these statements.

2. The personal information that we collect about you

Victory House Private School may collect, receive, record, organise, collate, store, update, change, retrieve, read, process, analyse, use and share your Personal Information in a way set out in this policy. When we do one or more of these actions with your Personal Information, we are "Processing" your personal information.

"Personal Information" refers to private information about an identifiable person (which includes natural persons as well as juristic persons, such as companies or trusts). Personal information does not include information that does not identify a person (including in instances where that information has been de-identified). The type of personal information that we collect about you may differ on the basis of the services that you receive from Victory House Private School.

We may process different kinds of personal data about you which we have grouped together as follows:

- Identity Data, which includes information concerning your name, username or similar identifier, marital status, title, date of birth, gender, race and legal status, as well as copies of your identity documents, photographs, identity number, registration number and qualifications.
- Contact Data, which includes billing addresses, delivery addresses, email addresses and telephone numbers.
- Financial Data, which includes bank account and payment card details, insurance information, and financial statements.
- Transaction Data, which includes details about payments to and from you.
- Service Data, which includes information concerning your interactions with Victory House Private School as well as your performance in Victory House Private School administered educational courses.
- Security Data, which may include records of your access to our facilities, as well as CCTV camera footage of you on or nearby our premises.

If any of the information you provide to us contain special personal information such as health, religion, ethnic or race information, your consent is the lawful basis on which we rely to process such information unless any other lawful basis exist allowing us to process such information.

Victory House Private School may also process, collect, store and/or use aggregated data, which may include historical or statistical data ("Aggregated Data") for any purpose. Aggregated Data could be derived from your personal information but is not considered personal information as this data will not directly or indirectly reveal your identity. However, if we combine or connect Aggregated 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 policy.

3. How we collect your personal information

We collect your personal information in two ways, namely:

- through direct or active interactions with you;
- through automated or passive interactions with you

Direct or active collection from you

We may require you to submit certain information in order to make an application to enroll at our school, to conclude an agreement with us, or in order to update relevant information regarding your account or interactions with us. We also collect information directly from you when you communicate directly with us, for example via e-mail, telephone calls, feedback forms, site comments and forums. If you contact us, we may keep a record of that correspondence. The information we may actively collect from you may include any of the information listed in section 2 of this policy.

Information collected from third parties

Victory House Private School may receive personal information about you from various third parties and public sources and will treat that information with due care.

4. How the information collected is used

Personal information provided to Victory House Private School by you will only be used for the purposes stated when the personal information is requested.

We may use your personal information:

- to provide our services to you, as well as any goods that you may purchase from us
- to administer our education program;
- to operate our facilities;
- to comply with our statutory obligations, including but not limited to submitting information to the Department of Basic Education and Gauteng Department of Education, as well as interacting with regulatory authorities;
- to conduct business case analysis;
- maintain and update our customer, or potential customer databases;
- to protect our rights in any litigation;
- communicate with you and keep a record of our communications with you and your communications with us;
- to create and maintain learner profiles
- to create and maintain accounting profiles for the purposes of billing and capturing payments
- for any other purposes relevant to our business activities, provided they are lawful.

Victory House Private School will restrict its processing of your Personal Information to the original purposes for which it was collected, unless Victory House Private School reasonably considers that it is required to be processed for another purpose and that purpose is compatible with the original purpose. If you would like us to explain how the further processing for the new purpose is compatible with the original purpose, please contact us.

5. Sharing of your personal information

We will not intentionally disclose, for commercial gain or otherwise, your Personal Information other than as set out in this policy or without your permission.

Victory House Private School may share your Personal Information under the following circumstances:

- to our employees, if and to the extent that they need to know the information in order to provide the services for us or to us for which they have been appointed.
- in order to enforce or apply any other contract between you and us;
- in order to protect our rights, property or safety or that of our customers, employees and prospective employees, contractors, candidates and prospective candidates, suppliers, service providers, agents and any other third party;
- in order to mitigate any actual or reasonably perceived risk to us, our customers, employees and prospective employees, contractors, candidates and prospective candidates, agents or any other third party; and
- to a 3rd party collections agency in order to enforce our right to receive debts owed to us.
- to governmental agencies, exchanges and other regulatory or self-regulatory bodies if required to do so by law or if we reasonably believe that such action is necessary to:
 - comply with the law or any legal process;
 - protect and defend the rights, property or safety of Victory House Private School, or our customers, employees and prospective employees, contractors, candidates and prospective candidates, suppliers, service providers, agents or any third party;
 - detect, prevent or deal with actual or alleged fraud, security or technical issues or the abuse, misuse or unauthorized use of the Website and/or contravention of this policy; and
 - protect the rights, property or safety of members of the public. If you provide false or deceptive information about yourself or misrepresent yourself as being someone else, we may proactively disclose such information to the appropriate regulatory bodies and/or commercial entities.

6. How we store information collected

Personal information is held only as long as is necessary to provide the services to you or as may be required in terms of legislation (including prescription periods), business requirements and whichever period is the longest. The details of this is available on request to the Victory House Private School Information Officer.

Personal information that you provide to us will be stored electronically on our servers, as well as in hard copy format, with reasonable organisation and technical safeguards in place to protect this personal information.

We may keep and process some or all of your personal information if and for as long as:

- we are required or permitted by law or a contract with you to keep it;
- we reasonably need it for lawful purposes related to our functions and activities;
- we reasonably need it for evidentiary purposes; or
- you agree to us keeping it for a specified further period.

To determine the appropriate retention period for personal information, Victory House Private School will consider, among other things, the quantity, 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. Victory House Private School will always comply with applicable legal, regulatory, tax, accounting or other requirements as they pertain to the retention of personal information.

7. Quality and protection of your information

We make every effort to keep the personal information we hold updated, complete and accurate. It is your duty to provide Victory House Private School with your most up to date personal information and you can do so in the following ways:

Victory House Private School strives to ensure the security of personal information we hold by taking reasonable measures to prevent destruction, unlawful access and loss of personal information. Any compromise of data integrity or confidentiality will be reported to you.

Even by taking the above measures when processing personal information, we do not guarantee that your personal information is 100% secure.

Please contact us by email at the following email address (info@victoryhouse.co.za) if you:

- Require access to any of your personal information we have on our database; or
- Wish to notify us of any change, modification or correction; or
- Would like to have your personal information removed from our records.

We will require suitable proof of identity from you before we can action any of the above requests.

8. Access to information

The Promotion of Access to Information Act, 2000 gives you the right to access information held about you.

9. You give up some of your rights

You agree that where the law requires us to make you aware of something (to inform or notify you) or to do something else, we do not have to do this. This only applies as far as the law allows this.

For example, sometimes the law says that we have a duty to make you aware of some information or other matters, unless you agree that we do not need to do these things (this is called a waiver of rights). Because you agree to this, we will not have this duty anymore and will not need to make you aware of the information or other matters.

10. Your rights

Please note that, under certain circumstances, you may have rights under data protection laws in relation to your personal information. You may have the right to:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information that Victory House Private School has about you. We may refuse your request for access or disclosure of your personal information if any of the grounds permitted in law applies. Furthermore, we can and will only action a request for a learners' academic data after the official release date of the aforementioned data.
- Request correction of the personal information that we hold about you. This enables you to ensure that any incomplete or inaccurate data that Victory House Private School holds about you is corrected. To exercise this right, you should contact us via email and inform us that your data is incomplete and/or inaccurate. You will need to point out what you believe is inaccurate or incomplete and explain to us how we should correct or complete it as well as provide us with the evidence of inaccuracies where available. On receipt of

your request we will, as soon as reasonably practicable, correct or complete your personal information.

- Request erasure of your personal data. This enables you to request that Victory House Private School delete or remove personal information where there is no lawful basis for us continuing to process or retain 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 the processing thereof where we may have processed your information unlawfully or where we are required to erase or de-identify your personal information to comply with applicable law. Victory House Private School 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.
- Withdraw consent at any time where we are relying on consent to process your personal information. 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 products or services to you. We will advise you if this is the case at any time you withdraw your consent. Please note that we may continue to process your personal information in certain instances where we are not relying on your consent.
- Right to object. You have a right to object in accordance with applicable data protection or privacy legislation, at any time, from us processing or using your personal information and we may no longer process your personal information. Should you require to exercise your right to object, you should inform us that you do not want us to process your personal information and state the reasons why we should stop using such personal information to which you object. Should we not have any lawful basis for processing the information you object to, we would stop using such personal information objected to successfully, unless data protection or privacy legislation or other agreements with you provide us with a lawful basis for or justifies us in continuing to process such information, and we will inform you of the result of your objection.

11. Consumer protection act and Protection of personal information act

If any party of this policy is regulated by or subject to the Consumer Protection Act or the Protection of Personal Information Act, No. 4 of 2013 ("POPIA"), it is not intended that any part of this policy contravenes any provision of the Consumer Protection Act or POPIA. Therefore, all provisions of this policy must be treated as being qualified, to the extent necessary, to ensure that the provisions of the Consumer Protection Act and POPIA are complied with.

No provisions of this policy (or any contract governed by this policy):

- does or purports to limit or exempt us or any person or entity from any liability (including, without limitation, for any loss directly or indirectly attributable to our gross negligence or willful default or that of any other person acting for or controlled by us) to the extent that the law does not allow such a limitation or exemption;
- requires you to assume risk or liability for the kind of liability or loss, to the extent that the law does not allow such an assumption of risk or liability; or
- limits or excludes any warranties or obligations which are implied into this policy (or any contract governed by this policy) by the Consumer Protection Act or POPIA (to the extent they are applicable) or which we give under the Consumer Protection Act or POPIA (to the extent they are applicable), to the extent that the law does not allow them to be limited or excluded.