

## **COMMITMENT TO PROTECT YOUR PRIVACY**

The Payroll Authors Group of South Africa ("PAGSA") respects your privacy and is committed to protecting it.

Our Privacy Policy explains how and why we collect personal information, what we use it for, and to whom and when we disclose it. We update our policy from time to time, as may be required by the Protection of Personal Information Act 2013 ("POPI") as well as any other laws that relate to the protection of your information whilst in our possession. You should visit this website regularly to see the latest copy of our Privacy Policy. Any changes will come into effect when the updated Privacy Policy is posted to the website.

In all cases, we will treat your personal information with no less protection than that provided for by the Protection of Personal Information Act 2013 ("POPI") and any other privacy laws that are in force in South Africa.

## **HOW AND WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?**

We collect personal information from you when you sign up as a registered member of our Association or if you have requested to receive further information from an associated party. We collect data about you, your interests, and, where applicable, the subjects you select to receive communications about.

We may also collect information about you from our website ("Site") but this information will only identify who you are if you provide us with your details (for example, if you provide us with your contact details). At our election, when you visit our Site, our web server could collect the following types of information for statistical purposes:

- Your Internet service provider's address;
- The number of users who visit the website;
- The date and time of each visit;
- The pages accessed; and
- The type of browser used.
- No attempt is made to identify individual users from this information.

We may also issue privacy and collection statements through our Site or other points of contact and collection which we will provide at the time of collection, with reference to the relevant circumstances of the collection.

## **WHY WE COLLECT PERSONAL INFORMATION AND WHAT IS IT USED FOR?**

We collect data about you, your interests, and the subjects you may like to receive communications about. We use the information:

- For security and risk management purposes;
- To enable us to provide you with relevant legislative information and services;
- To enable us to provide you with information about, and offer you, additional products and services;
- To enable us to improve the quality of our legislative information, and related or supporting services,
- To develop additional legislative information and supporting services, and for staff training and quality assurance purposes;
- To improve the quality and quantity of the legislative information on our Site; and
- To enable us to gather usage statistics for analysis purposes.

Where information is provided to any person or an organisation other than the PAGSA you accept that such person or organisation may not have privacy policies that are as protective as our Privacy Policies, and you consent to the disclosure of your personal information with that understanding.

You may opt-out of receipt of any information notices and communication at any time simply by submitting a request via our feedback form or in any way that we notify you in the relevant communication.

## **HOW WE HOLD YOUR PERSONAL INFORMATION**

The PAGSA and/or its third party suppliers hold your personal information on secure enterprise-grade servers that are appropriately housed within the borders of South Africa.

## **TO WHOM DO WE DISCLOSE THE PERSONAL INFORMATION?**

We disclose personal information to our Manco Members and employees only for a purpose that is consistent with the way we have informed you that we will use the information in this Privacy Policy.

We may also disclose personal information to any person or authority where we are required to so do by law.

Other than as we have set out in our Privacy Policy, we will not disclose your personal information without your prior consent.

## **COOKIES**

A cookie is a small piece of computer code that remains on your computer and contains information that helps us identify your browser and previous information viewed in relation to our service.

When you visit our Site the cookie records certain details, including the date, time, and advertising content. None of the information in the cookie contains personally identifiable information about you.

If you do not want us to use cookies, you can easily stop them or be notified when they are being used by adopting the appropriate settings on your browser. If you do not allow cookies to be used, some or all of our Site might not be accessible to you.

## **LINKS TO OTHER WEB SITES**

Our Site may include web links to other websites. We are not responsible for the content of those other websites, and do not endorse the products, services, or information that is on those websites. If you use those websites, you should be aware that they will have different privacy policies and terms and conditions of use, which you should review and agree to prior to using those websites.

## **AMENDING, DELETING AND HOW YOU CAN OBTAIN ACCESS TO YOUR PERSONAL INFORMATION**

We try to ensure that all information about you that we collect, use, or disclose is accurate, complete, and up-to-date.

If you want to obtain access to any personal information and data that we hold about you or believe any of your personal information that we hold is inaccurate, incomplete, or it is not necessary to hold it, you can complete the feedback form, and we will use reasonable efforts to provide it and, if required, correct it.

Any enquiries should be in writing and sent to [admin@pagsa.org.za](mailto:admin@pagsa.org.za)

You may, at any time, request that we delete your personal information from our database by completing our feedback form. If you need us to delete, correct, or amend this data, we will do so within 30 days.

## **SECURITY AND RETENTION POLICIES**

We are committed to ensuring the security of the information we hold about you. We take all reasonable steps to ensure that the information we hold about you is protected from misuse, interference and loss, and from unauthorised access, modification or disclosure. If we no longer need the information, we will take reasonable steps to destroy the information and/or ensure that the information is de-identified.

If you use the Internet to communicate with us, you should be aware of the risks of transmitting information over the Internet. We do not have control over information while it is in transit over the Internet, and we cannot guarantee its security.

While every precaution has been taken, the PAGSA accepts no liability for any damages caused by any virus transmitted by email or by any other means.

Any personal information that we no longer require is destroyed. An exception to this may be where records are retained to comply with legal requirements.

## **COMPLAINTS**

If you would like to make a complaint about our collection, use, or disclosure of personal information, or if you believe that we have not complied with this privacy policy, please contact us at: admin@pagsa.org.za

When contacting us, please provide us with as much detail as possible in relation to your complaint. We will contact you to discuss any concerns within 48 hours of receiving your email.

We will take any privacy complaint seriously, and any complaint will be assessed by an appropriate person with the aim of resolving any issue in a timely and efficient manner.