

FORRES PREPARATORY SCHOOL

PRIVACY POLICY

1. Introduction

1.1. For purposes of this Statement:

1.1.1. "**Applicable Laws**" means all laws, regulations that the School is required to comply with;

1.1.2. "**you**" or "**your**" means any prospective, new or existing client of the School(including parents, guardians and students), teachers, staff, consultants, suppliers, and any other person whose personal information we may process; and

1.1.3. "**the School**" or "**we**" or "**us**" means Forres Preparatory School and its board of trustees;

1.2. This Statement sets out how your personal information will be used by the School and applies to any information, including personal and special personal information, you give to the School or which the School may collect from third parties.

1.3. It is important that you read this Statement carefully before submitting any personal information to the School.

1.4. By submitting any personal information to the School you provide consent to the processing of your personal information as set out in this Statement.

1.5. The provisions of this Statement are subject to mandatory, unalterable provisions of Applicable Laws;

1.6. Please do not submit any personal information to the School if you do not agree to any of the provisions of this Statement. If you do not consent to the provisions of this Statement, or parts of the Statement, the School may not be able to provide its products and services to you.

2. How to contact us

If you have any comments or questions about this Statement please contact the Information Officers, Vaughn Bond and Jacky Wolverson. Email: admin@forres.co.za Tel: 021-6892727

3. Amendment of this Statement

3.1. We may amend this Statement from time to time for any of the following reasons:

3.1.1. to provide for the introduction of new systems, methods of operation, services, products, property offerings or facilities;

3.1.2. to comply with changes to any legal or regulatory requirement;

3.1.3. to ensure that our Statement is clearer and more favourable to you;

3.1.4. to rectify any mistake that may be discovered from time to time; and/or

3.1.5. For any other reason which the School, in its sole discretion, may deem reasonable or necessary.

3.2. Any such amendment will come into effect and become part of any agreement you have with the School when notice is given, via circular to you of the change by publication on our website. It is your responsibility to check the website often.

4. **Privacy and indemnity**

4.1. The School takes your privacy and the protection of your personal information very seriously, and we will only use your personal information in accordance with this Statement and applicable data protection legislation. It is important that you take all necessary and appropriate steps to protect your personal information yourself (for example, by ensuring that all passwords and access codes are kept secure).

4.2. We have implemented reasonable technical and operational measures to keep your personal information secure.

4.3. You hereby indemnify and hold the School harmless from any loss, damages or injury that you may incur as a result of any unintentional disclosures of your personal information to unauthorised persons or the provision of incorrect or incomplete personal information to the School.

5. **Information which we may collect about you**

5.1. We may collect the following information about you and your child.

5.1.1. this information may include your name, address, contact details, date of birth, place of birth, identity number, passport number, bank details, details about your employment, tax number and financial information;

5.1.2. medical records and assessments, academic records and assessments,

5.1.3. records of correspondence or enquiries from you or anyone acting on your behalf;

5.1.4. details of transactions you carry out with us;

5.1.5. details of contracts, you carry out with us;

5.1.6. sensitive or special categories of personal information, including but not limited to information about your religion, race, gender and medical information.

5.2. Where you provide us with the personal information of third parties you should take steps to inform the third party that you need to disclose their details to us, identifying us. We will process their personal information in accordance with this Statement.

6. **How we collect information**

6.1. You may provide personal information to us either directly or indirectly (for example, by completing an application to join the School or requesting further information about our School), whether in writing, through our website, over the telephone or any other means.

6.2. We may also collect your personal information from your appointed agent, any regulator, or other third party that may hold such information.

7. Use of information collected

- 7.1. We may use, transfer and disclose your personal information for the purposes of:
- 7.1.1. providing you with the services or offerings you have requested, and notifying you about important changes to these services;
 - 7.1.2. managing your account or relationship and complying with your instructions or requests;
 - 7.1.3. assessing and dealing with complaints and requests;
 - 7.1.4. operational, marketing, auditing, legal and record keeping requirements;
 - 7.1.5. verifying your identity;
 - 7.1.6. transferring or processing your personal information outside of the Republic of South Africa to such countries that may not offer the same level of data protection as the Republic of South Africa, including for cloud storage purposes and the use of any of our websites;
 - 7.1.7. complying with Applicable Laws, including lawful requests for information received from local or foreign law enforcement, government and tax collection agencies;
 - 7.1.8. recording and/or monitoring your telephone calls and electronic communications to/with the School in order to accurately carry out your instructions and requests, to use as evidence and in the interests of crime prevention;
 - 7.1.9. conducting market research and providing you with information about the School's offerings from time to time via email, telephone or other means (for example, events);
 - 7.1.10. where you have unsubscribed from certain direct marketing communications, ensuring that we do not send such direct marketing to you again;
 - 7.1.11. disclosing your personal information to third parties for reasons set out in this Statement or where it is not unlawful to do so;
 - 7.1.12. monitoring, keeping record of and having access to all forms of correspondence or communications received by or sent from the School or any of its employees, agents or contractors, including monitoring, recording and using as evidence all telephone communications between you and the School; and
 - 7.1.13. improving or evaluating the effectiveness of the School's business or offerings.
- 7.2. We may from time to time contact you about services, and offerings available from the School which we believe may be of interest to you, by email, phone, text or other electronic means, unless you have unsubscribed from receiving such communications. You can unsubscribe from receiving such communications by clicking [here](#). Information pertaining to your child and the operations of the school must be relayed for operational reasons and safety purposes and one cannot unsubscribe from these.

8. Disclosure of your information

- 8.1. Your personal information may be shared with the School's agents, consultants, the Department of Education, and selected third parties who process the information on our behalf.
- 8.1.1. The School agents include but are not limited to: Childcloud, Cemis, Pastal, Everlytic, MyStaffroom, which utilise password controlled access.
- 8.2. All requests for Personal Information sent by you to the School via email from your email address on record (updated annually) with the School shall be deemed to be correspondence from you and/or authorised by you. Your email address shall be deemed to be reasonable confirmation of your identity. It is your responsibility to safeguard access to and use of your email account.
- 8.3. Any request received from an email address not on record with the School must be supported by a certified copy of your Identity Document not older than 3 months in order to confirm your identity.
- 8.4. The School is legally obligated to disclose personal information in the following circumstances:
- 8.4.1. to any relevant person and/or entity for purposes of prevention, detection and reporting of fraud and criminal activities, the identification of the proceeds of unlawful activities and the combatting of crime;
- 8.4.2. to any regulator or supervisory authority, including those in foreign jurisdictions, if the School is required to do so in terms of Applicable Laws;
- 8.4.3. to the buyer of the School;
- 8.4.4. to any person if we are under a duty to disclose or share your personal information in order to comply with any Applicable Laws, or to protect the rights, property or safety of the School, you or other third parties; and/or
- 8.4.5. to your agent or any other person acting on your behalf.
- 8.5. We may transfer your information to you, the School's other entities, an agent, sub-contractor or third party who carries on business in another country, including one which may not have data privacy laws similar to those of the Republic. If this happens, we will request that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.
- 8.6. If you do not wish us to disclose any information to third parties, please contact us at the contact details set out above. We may, however, not be able to provide services to you if such disclosure is necessary.

9. Retention of your information

We may retain your personal information indefinitely, unless you object, in which case we will only retain it if we are permitted or required to do so in terms of Applicable Laws. However, as a general rule, we will retain your information in accordance with the following Retention Policy:

- 9.1. All information (personal and special personal information) pertaining the learner (the learner's complete file) and the learner's parent(s) will be retained during the learner's enrolment at Forres and for a period of five years from the date that the Learner's enrolment terminates,

whereafter the special personal information and superfluous information will be destroyed by means of shredding; and

- 9.2. a reduced record of the learner's attendance at Forres including the learner's and parent(s)' name(s), ID number(s), contact details, CEMIS number and reports shall be securely stored indefinitely for record keeping purposes.

10. **Access to, correction and deletion of your personal information**

- 10.1. You may request details of personal information which we hold about you under the Promotion of Access to Information Act, 2000 ("PAIA"). Fees to obtain a copy or a description of personal information held about you are prescribed in terms of PAIA. Confirmation of whether or not we hold personal information about you may be requested free of charge. If you would like to obtain a copy of your personal information held by the School, please review our PAIA Manual located at [PAIA MANUAL](#)
- 10.2. You may request the correction of personal information the School holds about you. Please ensure that the information we hold about you is complete, accurate and up to date.
- 10.3. You have a right in certain circumstances to request the destruction or deletion of and, where applicable, to obtain restriction on the processing of personal information held about you. If you wish to exercise this right, please contact us using the contact details set out above, subject to the retention of records that must be retained as per clause 9.
- 10.4. You have a right to object on reasonable grounds to the processing of your personal information where the processing is carried out in order to protect our legitimate interests or your legitimate interests, unless the law provides for such processing.

11. **Complaints**

- 11.1. Should you believe that the School has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with the School.
- 11.2. If you are not satisfied with such process, you may have the right to lodge a complaint with the Information Regulator, using the contact details listed below:
 - 11.2.1. Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001;
 - 11.2.2. Postal address: P.O Box 31533, Braamfontein, Johannesburg, 2017; or
 - 11.2.3. Email: infoereg@justice.gov.za.