



## PRIVACY NOTICE

Last Updated: 23 May 2022

### ABOUT INDABA INSTITUTE AND THIS PRIVACY POLICY

We are the Indaba Institute NPC (“we”, “us”, “our”, “the Institute”), and we respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPI Act which regulates the manner in which we process any personal information which you have provided to us.

The Indaba Institute is a non-profit company registered in South Africa (Company No. 2017/116452/08), with its registered office located in Lynedoch, Stellenbosch, South Africa.

This Privacy Policy provides information on how we process personal information. The Indaba Institute operates [www.indabainstitute.org](http://www.indabainstitute.org).

### WHAT INFORMATION DO WE COLLECT, AND HOW?

When you interact with us, whether by using our website or communicating with us, we may collect the following information about you:

1. Information you give us: you may give us information about yourself if you sign up for an account on our website, place an order for products, complete any online forms (such as registration forms, competitions, and surveys), opt in to receive our newsletters and special offers, enter a competition or promotion, participate in social media functions with our website, or correspond with us (by email, telephone, instant messaging apps, social media or otherwise).

Depending on what you provide, this information can include your name, address or location, phone number, email address, date of birth, gender, purchase information, shopping preferences, images, and financial information (including your credit or debit card details, although we do not hold them, our payment processors do).

2. Information our IT systems collect about you: each time you visit the website, certain information will be created and automatically recorded by our IT systems. That information includes:
  - Cookies: you can see more details about cookies below, but these small text files can help improve your experience with the Website and make it easier to interact with us. This may include storing your location or language preferences to save you having to re-enter information when returning to, or ensuring that items you wish to order don't disappear as you navigate between pages on our website. We also use cookies to provide you with tailored advertising.
  - Device information: the information provided by your device will differ depending on your operating system and device settings (eg. PC, Mac, iPhone, Android, or otherwise), but includes the type of device you have (eg. iPhone 12 or Samsung Galaxy S7), the device's IP address and location, the browser you're using, your mobile network provider (for mobile devices), the pages you have visited, your time zone and country location, and crash or download error reports.

### WHY DO WE COLLECT PERSONAL INFORMATION?

We collect personal information in order to liaise with you telephonically, via our website or email so that we may:

1. respond to any query or comment received from you;
2. inform you of new services;
3. enable us to process, validate and verify information and requests for the supply of services;
4. for the purposes for which you specifically provided the information; and
5. generally to improve your experience on our website.

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Indaba Institute NPC

Reg. No: 2017/116452/08 | NPO No: 250-902 NPO | PBO No: 930074569 | Directors: A.G. Shearer, C.V. Poole, S.P. Pienaar  
Lynedoch Road, Lynedoch, Stellenbosch, 7603, South Africa | Tel: +27 (0) 21 881 3500 | Email: [admin@indabainstitute.org](mailto:admin@indabainstitute.org)  
[www.indabainstitute.org](http://www.indabainstitute.org)



## MINORS

If you are under 18 years of age (minor), we will require the consent of your parent or guardian before we process such personal information.

## PROCESSING OF INFORMATION

We will share your personal information:

1. in order to comply with applicable law or with legal process served on the Indaba Institute;
2. in order to protect and defend the rights or property of the Indaba Institute; and
3. with employees and/or third parties who assist us in providing services to you and thus require your personal information in order to render a proper and efficient service. We will ensure that all such employees and third-party service providers, having access to your personal information, are bound by confidentiality agreements.

## SECURITY MEASURES

We will:

1. treat your personal information as strictly confidential;
2. take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;
4. provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable request; and
5. We will not retain your personal information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

ALTHOUGH WE TAKE THE AFOREMENTIONED PRECAUTIONS IN PROTECTING YOUR PERSONAL INFORMATION, WE SHALL HOWEVER NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION IF BEYOND OUR REASONABLE CONTROL.

## COOKIES

You are aware that information and data is automatically collected through the standard operation of the Internet servers and through the use of "cookies." "Cookies" are small text files a website can use to recognise repeat users, facilitate the user's ongoing access to and use of the website and allow a website to track usage behaviour and compile aggregate data that will allow content improvements and targeted advertising. Cookies are not programs that come onto your system and damage files. Generally, cookies work by assigning a unique number to you that has no meaning outside the assigning site. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature; however, you should note that cookies may be necessary to provide you with certain features (e.g., customized delivery of information) available on our website.

## YOUR RIGHTS

You have the right at any time to:

1. rectify the Personal Information collected by us;
2. object to the processing of Personal Information (subject to legislation);
3. request the return or destruction of Personal Information (subject to legislation);
4. lodge a complaint with the Institute.

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Personal Information processed by us will be routed/transferred to a third party in a foreign country or International organization. We will only share your information with service providers who have comparable privacy policies in place.

All enquiries must be addressed to the information officer: Jasmine Jacob, who can be contacted via email at [admin@indabainstitute.org](mailto:admin@indabainstitute.org) or via telephone on (021) 881 3500.

In compliance with the provisions of the Promotion of Access to Information 2 of 2002 (PAIA), a copy of our manual is available for your perusal at [www.indabainstitute.org](http://www.indabainstitute.org).

If you are not satisfied with our response to your query, you may approach the following regulatory body for further assistance:

The Information Regulator (South Africa)  
JD House  
27 Stiemens Street  
Braamfontein  
Johannesburg  
2001

Complaints email: [POPIAcomplaints.IR@justice.gov.za](mailto:POPIAcomplaints.IR@justice.gov.za)