# Privacy Statement

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## 1. ABOUT OUR PRIVACY

In this Privacy Statement, we explain how the University of South Africa (Unisa) collects, uses, shares and protects your personal information when you use our services, products and website, as well as when we render our services to you.

It is important to note that when engaging with us, you acknowledge that we require your personal information, as defined in the Protection of Personal Information Act (POPIA) and other related regulations. You also acknowledge that we need to process your personal information to render our services to you for purposes such as confirming, updating and enhancing our records and confirming your identity, and for additional purposes as detailed below and in other supplementary privacy policies and statements linked to specific services to which you subscribe.

The provision of your personal information in terms of this statement is mandatory and you will not be able to continue using our services should you object to providing us with this information. Unisa is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection.

## 2. WHO WE ARE

In this Privacy Statement
- "we/us/our" means Unisa.
- "third party" means someone who is neither you, nor Unisa.
- "Unisa" means Unisa main campus and all other Unisa campuses, hubs and telecentres.
- "data subject" means a person to whom personal data relates.
- "personal information" refers to personal information about you as defined in POPIA (a unique identifier which is linked to your personal profile), such as location, race, gender, nationality, marital status, age, physical or mental health, disability, language, education, identity number, telephone number, email address, postal address, biometric information and financial, criminal or employment history.
- "POPIA" means the Protection of Personal Information Act 4 of 2013.
- "PAIA" means the Promotion of Access to Information Act 2 of 2000.
- "Unisa Privacy Statement", with reference to the POPIA and PAIA manual, means a statement which aims to let you know how Unisa will treat any personal information that it may have about you and how you can access that personal information held.

- "Process (or processing)" means any operation or activity, whether manual or automated, concerning personal information, including collection, receipt, recording, organising, collation, curation, storage, updating or modification, retrieval, alteration, consultation, analysis, use, dissemination by means of transmission, distribution or making available in any other form, merging, linking, as well as blocking, degradation, erasure or destruction of information.

## 3. APPLICATION OF THE PRIVACY STATEMENT

3.1. Unisa's privacy practices apply to the processing of personal information collected by Unisa or on our behalf, such as data subjects that use Unisa's website and/or services, and/or that provide Unisa with products and services, students and any other data subjects that engage with Unisa.

3.2. This Privacy Statement applies only to our website as Unisa, nothing less, nothing more.

## 4. COLLECTION OF PERSONAL INFORMATION

4.1. The personal information may be provided to Unisa by you and/or collected by Unisa when engaging with data subjects and/or on the use of Unisa's services, and/or when data subjects access our website or from third parties (such as regulators).

4.2. The type of personal information Unisa collects will depend on the purpose for which it is collected and used. This specific purpose will be apparent from the context in which the information is requested and includes, but is not limited to, the following:

4.2.1. You submit enquiries to us or contact us and you may be required to provide your name and surname, identity or passport number, Unisa student number, postal or street address, title, contact numbers or email address.

4.2.2. You apply for enrolment for any of our qualifications.

4.2.3. You apply for Unisa bursary funding, scholarships or any other form of tuition assistance.

4.2.4. You make use of our online learning systems or website or interact with us on social media.

4.2.5. You apply for employment opportunities at Unisa and you may be required to provide your name and surname, identity number, qualifications history and record of criminal behaviour.

4.2.6. You visit our premises where CCTV cameras are installed.

4.2.7. You access our premises where you are required to tap your student access card or temporary guest card.

4.2.8. We collect anonymous, de-identified or aggregate information for improving the service we offer to everyone. None of these analytics can identify you individually or link back to you in any way.

4.3 Where possible, we will inform you what information is voluntary or mandatory for you to provide to us and the consequences for failing to provide the requested information.

4.4 Unisa will only collect and retain your personal information for as long as necessary for the fulfilment of those purposes as have been identified by us and/or as required by law and/or as agreed with you.

## 5. HOW WE USE YOUR INFORMATION

5.1. Personal information will only be processed for the purposes for which it was collected and/or to comply with legal and regulatory obligations and/or as authorised by law and/or by your consent.

5.2. The purposes for which we process personal information include, but are not limited to

5.2.1. Responding to your enquiry.

5.2.2. Providing services to you, including teaching and learning, research and community engagements.

5.2.3. Providing access to restricted pages on our website.

5.2.4. Complying with legal requirements or industry codes.

5.2.5. Marketing or promoting our services and products for improvement.

5.2.6. Safety and security reasons.

5.2.7. Compiling non-personal statistical information to measure our performance.

5.3 We reserve the right to amend this Privacy Statement at any time, without prior notice, by posting the amended statement on our website.

## 6. DISCLOSURE OF INFORMATION

6.1. Unisa may disclose your personal information to third parties in certain circumstances, which include, but are not limited to

6.1.1. Where we have your consent.

6.1.2. Where we are required to do so by law.

6.1.3. To our service providers who are involved in the delivery of products or services to you, where we have agreements in place to ensure that our service providers comply with these privacy terms as required by POPIA.

6.2. Third parties to which we disclose personal information include, but are not limited to

6.2.1. Service providers of Unisa.

6.2.2. Government agencies.

6.2.3. Professional bodies.

6.2.4. Regulators, courts, tribunals and law enforcement agencies.

## 7. TRANSFER OF PERSONAL INFORMATION

7.1. Unisa may need to transfer your personal information to another country for processing or storage. We will ensure that anyone to whom we pass your personal information agrees to treat your information with similar protection as provided for in POPIA.

7.2. Unisa may transfer your information to other countries which do not have similar protection as provided for in POPIA, with your consent.

## 8. INFORMATION SECURITY

8.1. Unisa takes appropriate and reasonable technical and institutional measures to prevent any unauthorised or unlawful access, loss of damage to or unauthorised destruction of personal information.

8.2. Unisa has implemented various policies, procedures and standards to safeguard personal information.

8.3. Unisa regularly verifies that the safeguards are implemented effectively and ensure that they are continually updated in line with best practice.

8.4. Unisa has implemented procedures to address actual and suspected data breaches and undertakes to notify you and the relevant regulatory authorities of breaches in instances in which Unisa is legally required to do so and within the period in which such notification is necessary.

8.5. Notwithstanding paragraphs 8.1 to 8.4 above, to the extent permissible by law, we shall not be liable for any loss, claim and/or damage arising from any unauthorised access, disclosure, misuse, loss, alteration or destruction of your personal information which is beyond our reasonable control.

## 9. DATA SUBJECT RIGHTS

9.1. Subject to POPIA provisions, you have the right to

    9.1.1. Request access to your personal information.

    9.1.2. Request, where necessary, the correction, destruction or deletion of your personal information.

    9.1.3. Object to the processing of your personal information.

    9.1.4. Be notified if your personal information can be accessed by one or more unauthorised person(s).

    9.1.5. Submit a complaint to the Information Regulator regarding the alleged interference with the protection of your personal information.

    9.1.6. Institute civil proceedings regarding the alleged interference with the protection of your personal information.

## 10. CONTACT DETAILS

Privacy enquiries may be submitted to popi@unisa.ac.za or to the addresses below:

**The Information Officer**

The Vice-Chancellor and Principal

Street address: Preller Street, Muckleneuk Ridge, Pretoria 0002

Postal address: PO Box 392

       Pretoria

       0001

Telephone number: 012 429 3111

## 11. INFORMATION REGULATOR

You have the right to lodge a complaint with the Information Regulator in writing as per their website: https://www.justice.gov.za/inforeg/contact.html

or to

PO Box 31533, Braamfontein, Johannesburg, 2017

**Complaints** email: **complaints.IR@justice.gov.za**

**General enquiries** email: **inforeg@justice.gov.za**