

# PRIVACY NOTICE

## *CUSTOMER PRIVACY NOTICE*

This Notice explains how we obtain, use and disclose your personal information, as is required by the Protection of Personal Information Act (“POPIA”).

GWC is committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

This Notice sets out to inform you:

- Who we are
- What information we collect
- How we use your information
- To whom we disclose your information
- How we safeguard your information
- Your rights to access and correct your information
- How to contact us

## *WHO WE ARE*

George Whitefield College (GWC) is an accredited, residential, Christian Theological college in terms of the Higher Education Act. GWC is located in Muizenberg, Cape Town, South Africa.

## WHAT INFORMATION WE COLLECT

- We collect and process your personal information mainly to provide you with information on our programmes, events and organisational operations.
- The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose.
- We collect information directly from you where you provide us with your personal details, when you submit enquiries to us, contact us or subscribe to our communication.
- We also collect information about you from other sources as explained below.
- Website usage information is collected using “cookies” which allows us to collect standard internet visitor usage information as per our cookie policy notice in our website.

## *HOW WE USE YOUR INFORMATION*

We will use your personal information only for the purposes for which it was collected or agreed with you, for example:

- To send you study options information
- To send you marketing communication as requested
- To acknowledge donations given and payments made
- We may collect information from you to facilitate access to our campuses or events.
- We may make on-site recordings during campus visits or during our events, including electronic recording, film, video, audio, and photography. By visiting our campuses or attending an event, you permit GWC to make use of such recordings without compensation of any kind to you. We typically use such recordings as part of our reporting on events, for promotional purposes, or for security purposes.
- We will also use your personal information to comply with legal and regulatory requirements or sector codes to which we subscribe or which apply to us, or when it is otherwise allowed by law

## *ONGOING SERVICES*

If you do not want to receive communications or information you may opt out at any time.

You may also give and withdraw consent and tell us what your communication preferences are by contacting us at the numbers/addresses provided below.

## *DISCLOSURE OF INFORMATION*

Where we disclose your personal information to our service providers who are involved in the delivery of our programmes or services to you, we have agreements in place to ensure that they comply with these privacy terms.

*We may share your personal information with, and obtain information about you from:*

- Third parties for the purposes listed above, for example, Know Your Client (KYC) check;
- We may also disclose your information:
  - Where we have a duty or a right to disclose in terms of law or sector codes;
  - Where we believe it is necessary to protect our rights.
- We don't sell or share your information for profit.
- We respect your privacy and will not sell or share your information with other institutions or companies to use for their own purposes.

- We only share information if we have to do it to deliver the services you requested.

## *INFORMATION SECURITY*

- We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorised access and use of personal information. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your personal information is secure.
- Our security policies and procedures cover:
  - Physical security;
  - Computer and network security;
  - Access to personal information;
  - Secure communications;
  - Retention and disposal of information;
  - Acceptable usage of personal information;
  - Monitoring access and usage of private information;
  - Investigating and reacting to security incidents.
- When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.
- We 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 the same level of protection as we are obliged to.

## *YOUR RIGHTS: ACCESS TO INFORMATION*

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses listed below and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to a payment of a legally allowable fee.

## *CORRECTION OF YOUR INFORMATION*

- You have the right to ask us to update, correct or delete your personal information.
- You may do this by simply contacting us at the numbers/addresses provided below.
- We will take all reasonable steps to confirm your identity before making changes to personal information we may hold about you.
- We would appreciate it if you would keep your personal information accurate.

- Please update your information by contacting us at the numbers/addresses provided below.

## *HOW TO CONTACT US*

If you have questions about this Notice or believe we have not adhered to it, or need further information about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct please contact:

### **Students: Lulu Jampies (Registrar)**

Office number: +27 (0)21 788 1652

Email: [ljampies@gwc.ac.za](mailto:ljampies@gwc.ac.za)

### **Donor and Partners: Alison Lee (Executive Ambassador)**

Office number: +27 (0)21 788 1652

Email: [alee@gwc.ac.za](mailto:alee@gwc.ac.za)

### **Information Officer: Manny de Freitas**

Office number: +27 (0)21 788 1652

Email: [mdefreitas@gwc.ac.za](mailto:mdefreitas@gwc.ac.za)