

PRIVACY NOTICE

1. INTRODUCTION

In conducting the business of HWSETA, Health and Welfare Sector Education and Training Authority will collect and/or receive, process, and share personal information with various third parties, skills development providers, the department of higher education and training, parliament, government structures, other stakeholders doing business with us and customers that visits our website.

HWSETA is obliged in terms of the law, and it undertakes to implement all reasonable steps to protect the personal information of any person.

2. PURPOSE

This privacy notice intends to inform you about:

- 2.1 when HWSETA collect your personal information;
- 2.2 how your personal information is collected;
- 2.3 what and why your personal information is processed;
- 2.4 who we share your personal information with;
- 2.5 how we protect your personal information;
- 2.6 your rights in respect of your personal information.

3. WHAT IS PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

Personal information is information that identifies a natural/juristic person, and includes but is not limited to the following:

- 3.1 race, gender, sex, pregnancy, marital status, nationality, ethnicity or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability;
- 3.2 religion, conscience, belief, culture, language and birth;
- 3.3 education, medical information, financial information, criminal or employment history;
- 3.4 any identity number or symbol;

- 3.5 e-mail address, physical address, telephone number, location information, or any online identity or other particular assignment to a person;
- 3.6 biometric information;
- 3.7 personal opinions, views, or preferences of a person;
- 3.8 correspondence of private or confidential nature;
- 3.9 views or opinions of another individual about the person;
- 3.10 the name of a person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

4. DIFFERENT METHODS ON HOW HWSETA COLLECT PERSONAL INFORMATION

4.1 Directly from you during:

- 4.1.1 a request for information about HWSETA programmes;
- 4.1.2 an enquiry about us for any other reason;
- 4.1.3 a job application process;
- 4.1.4 response in respect of attendance of any of HWSETA public events;
- 4.1.5 response to quotations or tender application
- 4.1.6 update of your personal information;
- 4.1.7 any other engagement with HWSETA via the HWSETA website or online portals/platforms

4.2 Indirectly from you when you interact with HWSETA:

- 4.2.1 electronically - for instance when you are browsing our website, Facebook page, LinkedIn page, and any other HWSETA social media pages;
- 4.2.3 through third parties contracted to HWSETA such as the
 - Skills Development Providers (who by law are required to obtain consent from the data subjects {learners} to further process their information with us)
- 4.2.4 from the Department of Higher Education and Training (DHET), or any organisation under DHET;
- 4.2.5 Parliament of South Africa and National Treasury;
- 4.2.6 through an agent, broker, relative, employer or other duly authorized representative who may request the Services of HWSETA; and
- 4.2.7 from our own records relating to our previous interactions or responses to the individual's request for services.

4.3 Directly from other sources, such as:

- 4.3.1 Public databases;
- 4.3.2 Credit bureaus;
- 4.3.3 Fraud prevention agencies; and
- 4.3.4 Your bank.

5. PURPOSE OF PROCESSING PERSONAL INFORMATION

HWSETA collect and process information in order to service data subjects and stakeholders,
For the following purposes:

- Reporting skills development initiatives to the Department of Higher Education and Training, Parliament or any other Government structures and organisations.
- Reporting enrolments and achievements of programmes to the South African Qualifications Authority (SAQA).
- Reporting on quality assurance functions to the Quality Council of Trades and Occupations (QCTO).
- Evaluating and processing applications for access to financial and other benefits.
- Compiling statistics and research reports.
- Providing personalised communications.
- Learners – in order to provide services as contemplated by the Skills Development Act 97 of 1998 (as amended), HWSETA Constitution as well as contractual obligations relating to learners' information.
- Service Providers – contracted to HWSETA in order to ascertain the services provided, assess the level of service provided, ascertain or manage any fraud exposure as well as pay for services provided.
- Job Seekers looking for employment – who register or submit their curriculum vitae in application for an advertised position.
- Website browsers – in order to provide them with the following:
 - Response to queries or questions raised and send more information on HWSETA mandate.

HWSETA may collect personal information from website in order to conduct audits, and data analysis; conduct research and analytics about the use of its site and interaction with it; develop new products within the website; improve its site and its existing

products and services; identify usage trends; assess the performance of its advertisements; optimise its advertising campaigns ; and determine the effectiveness of its communications.

6. STORAGE AND RETENTION OF PERSONAL INFORMATION

All personal information collected by HWSETA will be stored as follows:

- 6.1 in a secure and safe manner according to strict information security principles with safeguards to ensure its privacy and confidentiality;
- 6.2 For no longer than is necessary to achieve the purpose for which it was collected unless further retention is:
 - Required by law or contractual obligation;
 - Otherwise reasonably required by HWSETA for lawful purposes related to its functions and activities in HWSETA operations;
 - Retained further with the data person's consent;
 - In the event of retaining personal information for an extended period, such extended retention will be subject to restrictions; and
 - After which the personal information will be de-identified and disposed of as per HWSETA Retention of Records Policy. When deleting or destroying the personal information HWSETA will do so in the manner that prevents its reconstruction.

7. THIRD PARTIES TO WHOM HWSETA DISCLOSE PERSONAL INFORMATION

- 7.1 In order for HWSETA to fulfil its obligation and mandate it shares personal information with various stakeholders:
 - All Service Providers contracted to HWSETA, including but limited to Skills Development Providers in order to further the purpose and objectives of the HWSETA; and
 - Relevant Stakeholders, including but not limited to the Department of Higher Education and Training, Department of Labour, National Treasury, QCTO and SAQA.
- 7.2 The personal information shared is shared with the consent of the data subject, consent which is obtained by HWSETA directly, on the website or through contractual obligations.
- 7.3 HWSETA shares personal information in a secured manner required by POPI Act.
- 7.4 As a data subject you have a right to ask for personal information shared with a third party. You may direct your request to the Information Officer at HWSETA whose details are provided below.
- 7.5 HWSETA may not require your consent where:



- We are required to do so by law;
- It is necessary to protect HWSETA's legitimate interests, your legitimate interest or the legitimate interests of a third party to whom the information is supplied;
- We are ordered to do so by a court of law; and
- The Information Regulator provides as exemption to HWSETA; as contemplated by the Personal Information Act 4 of 2013.

8. DATA SECURITY

HWSETA takes appropriate measures and steps to protect the personal information it holds about data subjects against loss, unauthorised access, use, modification, or disclosure and against misuse. These steps include organisational and technical measures, the procedures and controls to actively enforce policy, manage confidentiality, and integrity.

Unfortunately, no data transmission over the internet or data storage system can be guaranteed to be 100% secure. If you feel that the security of your personal information HWSETA holds about you has been compromised, please notify the Information Officer using the details below.

9. RIGHTS OF DATA SUBJECTS

A data subject means the person to whom personal information relates.

As a data subject you have the right to:

- Withdraw consent at any time subject to reasonable notice given to HWSETA;
- object to the processing of your personal information but such objection will hinder HWSETA from providing the requested information and/or services and/or benefits and providing its contractual obligation- and services to you;
- Know what personal information HWSETA and its contracted service provider holds; and
- Enquire about the personal information in possession of HWSETA and its contracted service providers subject to the completion of a PAIA form found on the website.

DETAILS OF THE INFORMATION OFFICER/S

Ms. Zandile Mafata

Information Officer

PopiCommittee1@hwseta.org.za

Mr. Bob Pardesi

Deputy Information Officer

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