



SAPSI Privacy Policy

1. Introduction

This Privacy Policy explains how the South African Public Sector Institute (SAPSI) collects, uses, shares, and protects your personal information in accordance with the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)**. By engaging with SAPSI's services, platforms, or website, you consent to the processing of your personal information as outlined. We are committed to handling all personal data lawfully, fairly, and transparently, in accordance with Section 18 of POPIA, and may update this Policy periodically, with changes published on our website.

2. Collection of Personal Information

SAPSI collects personal information through various means, including direct interactions (such as enrolment forms or emails), online platforms like SAPSI LMS, MACCI, or Moodle, website cookies, CCTV monitoring, public databases, social media, and service provider or employment applications. The types of personal data collected may include identity and contact details, demographic and academic information, location data, IP addresses, and user-generated content such as surveys or feedback, all in compliance with the requirements of the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

3. Legal basis for processing

We process your personal information lawfully in terms of the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)**, relying on one or more legal bases as outlined in **Section 11 of POPIA**. These include your express consent, the necessity of processing to carry out a contract, compliance with a legal obligation, or SAPSI's legitimate interest in delivering public sector training, education, and research services.

4. Purpose of processing

Your personal information is used strictly for purposes related to your engagement with SAPSI, such as verifying your identity, processing enrolments, providing training and certification, fulfilling legal obligations, conducting audits and research, improving user experience, and managing stakeholder relationships. It may also be used for recruitment purposes and to ensure information security. These purposes align with the conditions for lawful processing set out in **Section 13 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

5. Sharing of Personal Information

SAPSI may share personal information with relevant training partners (e.g., QCTO, ICB), platform providers, IT service providers, or regulatory bodies where such disclosure is required or permitted under law. In accordance with **Section 20 and 21 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**, all third parties are contractually bound to maintain strict confidentiality and implement appropriate data protection measures. SAPSI ensures that these parties uphold security standards equivalent to our own to safeguard your personal information.

6. Cross-border transfers

SAPSI does not typically transfer personal information outside of South Africa. However, if international transfers become necessary—such as for cloud-based services or verification purposes—they will only occur in compliance with **Section 72 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**, ensuring that adequate protection is guaranteed through legally binding agreements or where the receiving jurisdiction has data protection laws substantially equivalent to those in South Africa.

7. Information security

To protect your personal data, SAPSI implements robust security measures such as data encryption, firewalls, physical site security, controlled access, secure disposal procedures, and regular audits. In accordance with **Section 19 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**, all staff receive POPIA training, and confidentiality is enforced through internal policies and binding agreements with service providers to ensure your information remains secure.

8. Data retention

Personal information is retained only for as long as necessary to fulfil its intended purpose or to comply with legal obligations, such as academic or audit requirements. Once no longer needed, the information is securely deleted or de-identified in accordance with SAPSI's retention policies and **Section 14 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

9. Accuracy and data minimisation

SAPSI relies on individuals to provide accurate, complete, and up-to-date personal information and encourages you to notify us of any changes. We also adhere to the principle of data minimisation by collecting and processing only the minimum necessary personal information required to achieve the intended purpose, in line with **Sections 14 and 19 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

10. Your rights

Under the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)**, you have the right to be informed when your personal information is collected, to request access to or correction of your data, to object to specific processing activities, to withdraw consent where applicable, and to lodge a complaint with the Information Regulator if you believe your rights have been infringed..

11. Direct marketing

SAPSI may use your personal information to send you direct marketing communications only if you have given consent or were permitted by law. You have the right to opt out or unsubscribe at any time. Please note that opting out of marketing communications will not affect essential service-related messages such as training updates or enrolment information, in accordance with **Section 69 of the Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

Contact Information

If you have questions about this Privacy Policy or wish to exercise your rights under POPIA, contact:

Information Officer

info@sapsi.co.za
+27 76 479 2113
www.sapsi.org.za

Contacting the Information Regulator

If you believe your personal information has been unlawfully processed, you may contact:

Information Regulator (South Africa)

info@justice.gov.za
<https://www.justice.gov.za/infoereg/>
012 406 4818
JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001