

PRIVACY POLICY

The purpose of the Soetlief Online Portal's privacy policy is to set out the basis on which MySoetlief (Pty) Ltd ("Us", "We", "Our") process Personal Information. When visiting our Soetlief Online Portal's website (<http://www.soetlief.co.za>) ("our website") or <https://portal.soetlief.co.za>, related blog or by utilising our services you are accepting and consenting to the practice described in this policy. For purposes of the [Protection of Personal Information Act 4 of 2013](#) (the Act), the responsible party referred to in the privacy policy is MySoetlief (Pty) Ltd.

1. INFORMATION

1.1. The collection and processing of personal information will be by the following means:

1.1.1. Personal Information provided by you:

- 1.1.1.1. By signing up for our online programs and providing the information requested, including completing and editing your profile;
- 1.1.1.2. By clicking on the "contact us" button on our site and providing the information requested;
- 1.1.1.3. When making contact through one of our social media forums (including but not limited to Facebook, Twitter, LinkedIn, Instagram, or other social media platforms);
- 1.1.1.4. By telephoning Soetlief Pty Ltd and providing personal information requested by personnel;
- 1.1.1.5. When sending e-mails to support@soetlief.co.za; billing@soetlief.co.za; info@soetlief.co.za
- 1.1.1.6. When utilising our Suggestions/Feedback/Chat box;
- 1.1.1.7. When you report a problem to MySoetlief (Pty) Ltd;
- 1.1.1.8. When subscribing to our newsletter;
- 1.1.1.9. When you complete a survey we may send you.

1.1.2. Personal Information collected by us about you via our site:

- 1.1.2.1. Technical information, including the internet protocol (IP) address used to connect your computer to the internet; your login information (where applicable); browser type and version; time zone setting; browser plug-in types and versions; operating system and platform;
- 1.1.2.2. Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time); services/products you viewed or searched for; page response times; download errors; length of visits to certain pages; page interaction information (such as scrolling, clicks and mouse-overs); methods used to browse away from the page and any phone number used to call us as well as other useful technical information about your visit to our sites.

[These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the website, and gathering demographic information]

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1.1.3. Personal Information received from other sources:

1.1.3.1. We may receive information about you from our other services you may use or where you have authorised us to collect information from selected third parties. Any information collected from third parties, that is not publicly available, will be processed subject to your consent. Subsequent to your consent we will share it internally and/or combine it with other information we process;

1.1.3.2. We are also working closely with third parties (including, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies, social networks where you have made your information public) and may receive information about you from them;

1.1.4. Reference to “consent”, “your consent” or “your explicit consent” shall include the clicking of “subscribe,” “submit,” “send message” or “update profile” button or pressing the “ENTER” button to submit any information.

2. COOKIES

2.1. We use cookies to better understand your use of our site. Cookies allow us to understand who has seen which pages, to determine how frequently particular pages are visited and to determine the most popular areas of our site. Depending on the type of cookies we use (persistent or session cookies), cookies also allow us to make our site more user friendly, for example, permanent cookies allow us to save the user’s password so that he/she does not have to re-enter it every time the he/she visits our site;

2.2. Please remember, cookies do not contain personal information such as your home address, telephone number or credit card details. However personal information that we store about you, as explained above, may be linked to the information stored in and obtained from cookies; We do not exchange cookies with any third-party websites or external data suppliers; we only keep cookies for the duration of your visit to our site.

3. USES MADE OF THE INFORMATION

We use the information held about you in the following ways:

3.1. **Personal Information provided by you to us.** We will use this information to:

3.1.1. carry out our obligations (whether day-to-day administration or course or module specific) arising from any contracts entered into between you and us and to provide you with the information, services and courses/training you requested from us;

3.1.2. provide you, or permit selected third parties to provide you, with information about goods, services or courses/training we feel may be of interest to you. **It is important to note that, if you use any of our services (browsing or registering to access our online facility) you are viewed as an existing client.** We will contact you with information about services or products that we may feel are similar to your

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previous services used or service enquiries or request for information. If you do not want us to use your information in this way kindly unsubscribed and/or contact us immediately by using our contact details stated under clause 8.1 below. Except as stated under this policy, we will not share your personal information with any third party;

- 3.1.3. notify you about changes to our services or course/training;
- 3.1.4. ensure that Content from our site is presented in the most effective manner for you as well as your computer;
- 3.1.5. deal with enquiries and complaints made by you relating to our site;
- 3.2. **Personal Information we collect about you.** We will use the Personal Information:
 - 3.2.1. to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - 3.2.2. to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - 3.2.3. to allow you to participate in interactive features of our services (when you choose to do so);
 - 3.2.4. as part of our efforts to keep our site safe and secure;
- 3.3. **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. Depending on the types of information we receive, we may use this information and the combined information for the purposes set out above;
- 3.4. **Submission of Personal Information on behalf of another:** It is **important** to note that if you provide information on behalf of someone else, then it is your responsibility to ensure that you have obtained the necessary consent from such person. Such consent must be obtained before making the information available to us. On receipt of personal information, we assume that the necessary consent has been obtained and will process the Personal Information as per our Privacy Policy. You indemnify us against any third-party claim where it is claimed that personal information has been processed without the necessary consent or other available exception under the Act;
- 3.5. We will only use your personal information received for another purpose when:
 - 3.5.1. You consent thereto; or
 - 3.5.2. It is in your interest, e.g. necessary to lessen or prevent a serious or imminent threat to life, health or safety; or
 - 3.5.3. Is required by law or for law enforcement purposes;
- 3.6. Where consent for the use and disclosure of personal information is required, MySoetlief (Pty) Ltd will seek consent from you directly.
- 3.7. We will not sell your Personal information.

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4. DISCLOSER OF YOUR INFORMATION

- 4.1. We may share your Personal Information with any member/employee of our company, which shall include our subsidiaries, our ultimate holding company and its subsidiaries;
- 4.2. We may share the information with third parties to effectively perform our obligations to you;
- 4.3. We may share the information with the following selected third parties including:
 - 4.3.1. Our staff, business partners, suppliers, Course Material content providers and sub-contractors for the performance of any contract we enter into with them or you;
 - 4.3.2. Selected service providers to provide appropriate marketing material as per your requirements and interest;
 - 4.3.3. Analytics and search engine providers that assist us in the improvement and optimisation of our site for your benefit (non-identifiable information only);
- 4.4. We may disclose the information to third parties:
 - 4.4.1. In the event that we sell or buy any business or assets, in which case we may disclose the information to the prospective seller or buyer of such business or assets;
 - 4.4.2. If we or substantially all of our assets are acquired by a third party, personal information held by us about our customers will be one of the transferred assets;
 - 4.4.3. If we are under a duty to disclose or share the information in order to comply with any legal obligation;
 - 4.4.4. That assist us in the necessary investigations in terms of clauses 4.4.5 and 4.4.6 below;
 - 4.4.5. In order to enforce or apply our terms of use and/or terms of service applicable to any particular website of ours;
 - 4.4.6. To protect our rights, property, or safety, or that of our customers and other third parties. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- 4.5. Our engagement with any third party will be under a contract with specific reference made to the fact that your Personal Information must be managed on a confidential basis.

5. WHERE WE STORE YOUR INFORMATION

- 5.1. The information that we collect from you may be transferred to, and stored at, a destination outside the Republic of South Africa ("RSA"). It may also be processed by staff operating outside the RSA who work for us or for one of our suppliers, content providers or service providers. Such staff may be engaged in, among other things, the fulfilment of our obligations towards you, the processing of your payment details and the provision of support services. We will take all steps reasonably necessary to ensure that the information is treated securely and in accordance with this privacy policy; and that said destination's data protection legislation is similar to our POPI Act;

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- 5.2. All of the information you provide to us is stored on our secure dedicated servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site (login facility), you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Should you share your password with anyone, you indemnify us against any damages or third party claims which resulted from said sharing;
- 5.3. Records of the Personal information will not be retained for longer than is necessary for operational or archiving purposes, unless retention of record is required or authorised by law. Records of the information may be retained for periods in excess of those contemplated for historical, statistical or research purposes. This will be subject to us establishing appropriate safeguards (which can include de-identifying the records) against the records being used for any other purpose;
- 5.4. Unfortunately, the transmission of information via the internet is not completely secure. We will use appropriate and reasonable technical and organisational measurements to protect the information, we cannot guarantee the security of your data transmitted to our site or to any other location by electronic means. Any transmission is at your own risk. However, once we have received the information, we will use appropriate and reasonable technical organisational measurements to try and prevent unauthorised access;

6. SOCIAL MEDIA PLATFORMS

- 6.1. Communication, engagement and actions taken through external social media platforms that we, our directors or employees participate in, are subject to the specific terms and conditions and privacy policies of those social media platform;
- 6.2. Our site may link to social media platforms or use such platforms as methods to login. It is **important** note that these platforms have their own terms of use and privacy policy which will apply to your use of the respective platforms. You must not breach these platforms policies when using them either through our site or in order to login is as directed by our site;
- 6.3. **We will never ask for personal or sensitive information through social media platforms. We encourage users, wishing to discuss sensitive details or to resolve issues/concerns, to contact us through primary communication channels – Suggestions/Feedback box and e-mail at support@soetlief.co.za.**
- 6.4. Our social networks page(s) may share web links to relevant web pages. By default some social media platforms shorten lengthy URL's. You are advised to take caution and good judgement before clicking any shortened URL's published on social media platforms by this website. Despite our best efforts to ensure only genuine URL's are published, many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting shortened links.

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7. INTERCEPTION AND MONITORING OF INFORMATION

7.1. In order for us to deliver suitable security and check for viruses, we reserve the right to intercept, monitor, copy or block communications to and from our communication facilities, which will be done in accordance with the relevant provisions of law.

8. YOUR RIGHTS

8.1. **Marketing:** You have the right to ask us not to process the information for marketing purposes. Usually (before collecting your data) you will be informed if we intend to use your Personal Information for such purposes or if we intend to disclose your Personal Information to any third party for the purpose of marketing. You can also exercise this right, at any time, by contacting us at support@soetlief.co.za or use the unsubscribe functionality on our email communications.

8.2. **Third party websites/social media sites:** Our site may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and we do not accept any responsibility or liability for these policies. Please read these policies before submitting any personal information to these websites.

8.3. **Access to information:** You have a right to see/access the information that we keep about you. You may instruct us to provide you with any personal information we hold about you upon receipt of a written request and payment of a fee as per the Promotion of Access to Information Act 2 of 2000 ("PAI Act") ([click here](#) to view the PAI Act). It is important to take note that not all information requested may be disclosed. Disclosure of information shall take place in accordance with the PAI Act.

8.4. **Protection of personal information:** We may not process any personal information concerning you unless we have your prior consent to do so. It is important to take note that not all information may be prohibited from being processed or distributed. The processing of information shall take place in accordance with the Protection of Personal Information Act 4 of 2013 ("POPI" Act) ([click here](#) to view the POPI Act).

9. CREDIT / DEBIT CARD DETAILS

No credit/debit card details are stored on our site and will be stored separately from your Personal Information.

10. QUALITY OF PERSONAL INFORMATION

10.1. It is your responsibility to check the accuracy of the information prior to submitting it to us. On receipt of the information we assume that you have checked it and that the information is accurate;

10.2. In general, you will be able to update your information by editing your profile information where you have registered for our services or by contacting us (see clause 8.1 above);

10.3. However, if for any reason whatsoever you are unable to edit your profile, please support@soetlief.co.za. Take note that a request to update the information may take up to 48 (forty- eight) hours to execute.

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11. CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on our site and, where appropriate (not obliged), notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.
