



## INFORMATION PROCESSING POLICY

We are committed to protecting your privacy. We recognise our obligation to respect and protect the confidentiality of your personal information. For this reason, we have developed this policy to govern the processing of your information. Please read and consider this document carefully since it sets out our intended use of such information. We may require your consent to the terms contained in this policy before we permit you to use our site or submit any information or requests to us.

### Who we are

When we refer to “we”, “us” or “our” herein we are referring to Stellenbosch University and its affiliates, or any of them, as the context requires, as well as our successors in title. Our principal place of business is at JH Neethling Building, Victoria Street, Stellenbosch but we recommend you contact us via telephone at +27 21 808 9206 / +27 21 808 3826 or electronic mail at [info@phenolab.co.za](mailto:info@phenolab.co.za).

### How we collect information

We may collect information about you as follows:

- (a) From you when you use our web sites or contact us, including when you submit forms or requests to us via this website;
- (b) From public registers, credit bureaus, money laundering, fraud prevention and law enforcement agencies;
- (c) From our business partners and the persons employed by us to provide services for us, which may include debt collection services, communications services and data hosting, processing and management services;
- (d) From such persons or entities which may be legally entitled to provide us with information about you; and
- (e) From persons or entities which you may consent to providing us with information about you.

### Information we may hold

We may record and hold the following types of information about you:

- (a) All information of the type as contained in the forms which you submit to us or as may be contained in communications between us including your name, contact details, age and identity number;
- (b) Information we used to process your requests to us and to assess your status from time to time, including as received pursuant to our enquiries with public registers, credit bureaus, money laundering, fraud prevention and law enforcement agencies;
- (c) Details of your preferences regarding our offerings, and other demographic information;
- (d) Details of when you contact us and when we contact you, including the IP addresses, electronic mail addresses and telephone numbers you contact us from and the content of the communications between us, which we may record.

We may hold your information collected hereunder for as long as you are registered to use our services and for at least five years thereafter or such longer period as may be required or permitted by law.

### Why we need your information

We collect and will process your information for the following purposes:

- (a) To process your requests and for making related decisions, including by verifying your identity, status, contact details and otherwise ascertaining that you qualify for our programmes from time to time;
- (b) To ensure that the information we receive and hold about you is accurate, complete and up to date;
- (c) To comply with legal and regulatory requirements, for audit purposes and legal proceedings;
- (d) To conduct market research and business analysis, understand your preferences, learn more about what you are interested in and improve our offerings to you;
- (e) If you agree thereto, to provide you with information regarding our programmes and other offerings; and
- (f) For such other purposes as you may consent to or as may otherwise be lawfully permitted.

Please note that we will not contact you telephonically for unsolicited marketing purposes or send unsolicited marketing communications to you by mail, facsimile, SMS or electronic mail if you have objected to receiving such communications by way of a public register recognised for such purposes by law or by notifying us of your objection in the prescribed manner. We will provide you with reasonable opportunities to object to receiving marketing communications in the manner prescribed by law, including upon your application to subscribe to our services and on each occasion when we send you such communications.

### Sharing your information

Keeping your personal information secure is one of our most important responsibilities. We cannot disclose your information unless legally permitted thereto. Save as set out below, we will not transfer your personal information to a third party without your

consent unless legally obliged thereto. You agree that we may transfer your information to the following people and organisations in pursuit of the processing purposes set out in this policy:

- (a) To the entities in our company group, including to the directors, employees, contractors, agents, auditors, legal and other professional advisors of such entities;
- (b) To persons employed by us to provide services on our behalf that adhere to principles similar to ours regarding the treatment of your information, including data hosting, processing and management services;
- (c) To any person to whom we cede, delegate, transfer or assign any of our rights or obligations pertaining to the services provided by us or agreements entered into by us;
- (d) To any person that acts as your executor of your estate, curator or in a similar capacity;
- (e) To such other persons as may be permitted by applicable law or that you may consent to.

Please note that our sharing of your information may also involve the transfer thereof to third parties outside South Africa. In the event of such transfer, we will require that such third party also subscribes to protecting your information on principles similar to the principles of this policy.

## **Security**

We will strive at all times to ensure that your records will always be protected against unauthorised or accidental access, processing or loss. We maintain this commitment to data security by implementing appropriate reasonable technical and organisational measures to safeguard and secure your information, including by using appropriate cryptographic techniques and access control mechanisms. If we use a third party to host, manage or process your data on our behalf we will require that such third party also commit to implementing appropriate reasonable technical and organisational measures to safeguard and secure your information. If we are not prevented by a law enforcement or regulatory agency, we will notify you as soon as practicably possible in writing and at your registered postal or email address if we believe that unauthorised access to your information may have occurred, providing you with such information as you may reasonably require to implement protective measures.

## **Web Sites**

When you visit our site we may collect certain information about your usage preferences and history. Such information will be stored in a cookie on your computer's hard drive by your web browser. Cookies are intended to assist and improve your use of our web sites. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may not be able to use all of the features of our site.

Every time you connect to our web sites we store web server logs which show your IP address (the unique number which your machine uses when it is connected to the Internet); what you looked at; whether the page request was successful or not, and which browser you used to view the pages. The use of this data is strictly for statistical and personalisation purposes only. This helps us understand which areas of the site are of particular interest and also which pages are not being requested. It also tells us how many hits and page requests we get.

## **Your rights regarding your information**

Provided that you give us suitable and adequate proof of your identity, you have the right:

- (a) To know which records we hold about you;
- (b) If our right to process your personal information requires your consent, to withdraw such consent at any time, provided that this shall not affect the lawfulness of processing which occurred prior to such withdrawal;
- (c) To object to the further collection, use, sharing or processing of your personal information by us at any time where such processing activities are not required by us to exercise our rights under any agreement we have with you or for such other purposes as may be required or permitted by applicable law; and
- (d) to require us to correct, erase or cease processing information or records we hold about you and for which we require your consent to process, or that we are no longer permitted to retain, or which are inaccurate, irrelevant, excessive, out of date, incomplete, misleading or has been unlawfully obtained;

Any of the above can be done by contacting us directly by any means provided by us, including by submitting a written request to us via email at [info@phenolab.co.za](mailto:info@phenolab.co.za). We will notify you of the steps taken as a result of your request. We will not be obliged to provide you with information or agree to your request to the extent that we are prohibited thereto by applicable law, if compliance would unreasonably prejudice our legitimate interests or that of a third party, or if we have a legal basis upon which to deny your request. Please note that we may require a reasonable period to comply with your request.