



**1 JULY 2021**

## **THE PROTECTION OF PERSONAL INFORMATION ACT: CUSTOMER PRIVACY NOTICE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA"). At ELI, we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

We confirm that all business, personal and related information shared with us for all possible reasons is secured and is and will not be shared with others unless specifically requested or authorised by yourself.

### **The information we collect**

We collect information directly from you where you provide us with your personal details. We collect and process your personal information in order to efficiently deliver our services to, or engage with you, amongst others, as a learner, beneficiary, sponsor, service provider, moderator, assessor, contractor or associate. We will inform you about the minimum information you are required to provide to us, depending on your role or interaction with us. We will also advise you if it will be necessary for us to share your information with a third party (such as a service provider).

### **How we use your information**

We will use your personal information only for the purposes for which it was collected and agreed with you. For example:

- To gather contact information
- To confirm and verify your identity in order to enrol you as a beneficiary of one of our programmes
- To confirm and verify your identity and other key factors when appointing, amongst others, project managers, contractors and service providers
- For student and qualification record keeping purposes
- Reporting to sponsors
- Making payments to you

### **Disclosure of information**

We may disclose your personal information to our service providers who are involved in the delivery of services to you. 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 also disclose your information where we have a duty or a right to disclose in terms of law or industry codes.



## ETHICS & LEADERSHIP INSTITUTE PTY LTD

---

Co Reg: 20016/165629/07 • VAT Reg: 4550226106 • BBBEE Level 2  
83 Helderberg College Road, Somerset West, 7130  
+27 (021) 855-2848 • info@eli.co.za • www.eli.co.za

---

### Information Security

We are legally obliged to provide adequate protection of the personal information we hold and to avoid unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure, by assessing, amongst others:

- Physical security
- Computer and network security
- Access to personal information
- Secure communications
- Retention and disposal of information
- Acceptable usage of personal information
- Governance and regulatory issues
- Investigating and reacting to security incidents.

### Your Rights: Access to information

Documents relative to the POPI Act are kept physically and electronically at our premises at 83 Helderberg College Road, Somerset West. You have the right to request a copy of the personal information we hold about you. Please contact us at info@eli.co.za and specify what information you require. We will need a copy of your identity document to confirm your identity before providing details of your personal information. Alternatively, request an appointment via info@eli.co.za should you wish to view the documents at the premises.

### Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your identity document to confirm your identity before making changes to personal information we may hold about you.

### How to contact us

If you have any questions about this notice, wish to withdraw consent or access/correct your personal information, please contact us at info@eli.co.za.

**Leon Diederichs**

ELI Information Officer,

as appointed in terms of section 55(2) of the Protection of Personal Information Act