



Waterkloof House
Preparatory School

POPIA: Privacy Policy

Created 31 May 2021



The Protection of Information Act No. 4, 2013 (“Act”)

Overview

This is the privacy policy of Waterkloof House Preparatory School, a private school registered with the Department of Basic Education with the following registration number: EMIS 231 472 (“WHPS”). This policy details how we collect, store, protect and use personal information – that is information that can be used to identify an individual or a company (juristic person) – in connection with the services we may offer through our www.whpsschool.com website (referred to as the “Site”) and through your dealings with us (referred to as the “Services”).

This policy will also apply to:

- the WHPS Old Boys Association (Old Boys); and
- the Parents’ Association (PA),

both of which will similarly process information on the basis set out below.

In this Privacy Policy:

- “**consent**” means any voluntary, specific and informed expression of will in terms of which permission is given for the processing of personal information;
- “**data subject**” means the person to whom personal information relates;
- “**operator**” means a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;
- “**processing**” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
 - the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - dissemination by means of transmission, distribution or making available in any other form;
or
 - merging, linking, as well as restriction, degradation, erasure or destruction of information;
- “**responsible party**” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;
- “**us**” or “**we**” or “**our**” includes a reference to the Old Boys and/or the PA.



Audience

Personal information submitted to us by using this Site or our Services is governed by this Privacy Policy.

Principles of Collection of Personal Information

Personal Information will:

- only be obtained for lawful purposes.
- be processed in a reasonable manner that does not impinge on the privacy of the individual or organisation.
- only be collected as necessary for WHPS to conduct its business. The principle of minimality of collection will be applied as referred to in section 10 of the Act.
- obtain specific consent wherever possible for the collection and processing of Personal Information; however, there are instances where such consent may be tacit or verbal.
- generally be collected directly from the data subject but subject to the provisions of section 12 of the Act.

As the Operator

Where we have been contracted by another company, such as your employer or a company you are dealing with directly, please be aware that we are not the entity responsible for making decisions on your data, but instead are rendering services to the company that you are dealing with directly. Please refer to the Privacy Policy of the company you are dealing with in these cases.

As the Responsible Party

Where you are dealing with us directly by means of our Services or Site, this Privacy Policy applies. You are not required to provide us with any personal information when using the Site, unless you choose to engage with us in a manner that requires us to have your information (such as by subscribing to receive information or enquiring about our Services). Should you engage us for our Services, you will be required to provide further information as detailed in this Privacy Policy.

What Is Personal Information?

Personal information includes, but is not limited to:

- information that is collected automatically when you visit our website,
- information collected on engaging our Services,
- information collected on submission,
- information that may be required whilst a contractual relationship exists to enable us to effectively render the Services during the period of such relationship; and
- optional information that you provide to us voluntarily.

Additional information captured on the website that does not classify as personal information may also be collected and processed, including but not limited to:



- anonymised information,
- de-identified information that cannot be associated with an individual,
- statistical information,
- information that is public knowledge, which has been publicly and voluntarily disclosed.

Personal information collected and processed from this Site or in the rendering of our Services to you may include, but is not limited to, your name, ID number, contact number, e-mail address, physical address. Personal information collected and processed for your child/children will include but is not limited to their names, ID numbers, medical information, academic results etc.

Your payment/credit card information is required when processing a payment to our online uniform store and such information is neither retained nor processed by this specific Site. A privacy agreement is in place with the third party that performs the processing of your payment information.

Who is processing your data?

In the case that we are the Responsible Party, then data processing is processed by us, with the following contact details:

Waterkloof House Preparatory School
535 Ruddell Street, Brooklyn, 0181

General E-mail: admin@whps.co.za
Data Related Queries: popia@whps.co.za
Information Officer: MG Whitelaw
Deputy Information Officer: JS Rossouw

What are we processing and why?

There are various ways in which we may process your data. This section details our purposes for processing, our legal basis for the processing, and our storage periods.

In certain cases, we will process your data after **obtaining your consent**. You are free to withdraw your consent at any time. We may process your data with your consent for the following purposes:

- 1) Admission of your child to our school.
- 2) Educating your child.
- 3) Billing and financial risk assessment purposes.
- 4) Assessing your child's specific educational and other needs.
- 5) Communication with you about your child and the school activities.
- 6) Photos and videos for marketing material, newsletters, and social media content about the school.
- 7) Creation of content for the annual school magazine.
- 8) Report to you regarding your child's progress.
- 9) In the day to day running of the school programme.
- 10) Alumni database management.



- 11) Electronic communications, such as subscribing to our mailing list or by contacting us via a form or e-mail address upon the Site.
- 12) Cookies, to grant you a personalised experience when dealing with us. You may decline the installation of cookies; however, this may affect the functionality of our website or prevent you from using the Site entirely. If you opt out of using cookies, we may store a single cookie to remember this preference.
- 13) For website analytics, storing details such as your IP address, bounce rate, page time, cost per click, most visited pages, and device information. These tracking cookies may be declined at any time.
- 14) For promotional campaigns, in which case additional information may be volunteered by you to participate in the promotion or to receive a deliverable.
- 15) For the ordering and delivery of items from our online school uniform shop.
- 16) To facilitate the application for vacancies advertised on the school website.

It is specifically noted that WHPS, as an educational institution, personal information is key to the activities carrying out education including, where appropriate and, in accordance with Part C of the Act, personal information of children.

In carrying out its activities WHPS, and for the maintaining of security and control of access, certain types of “**special personal information**” are required. This will be processed in accordance with Part B of the Act.

In addition, the maintenance of an alumni database is common practice in educational institutions meaning that WHPS and the Old Boys will retain certain personal information on an on-going, indefinite, basis to meet alumni record purposes. Website usage information may also be collected.

We will process your data when we must **perform a contract**; for as long as the contractual relationship is in place, and for 5 years following the end of the relationship. To fulfil our obligations to you in terms of the Services you have engaged us for, we will need to process your data.

We may also process your data in terms of a **legitimate interest**, if the data being processed is strictly necessary, proportional, and does not infringe on your individual rights to privacy. Processing may take place in terms of the following necessary scenarios:

- To monitor and analyse how to improve our Service and/or our Site, as well as to keep the same secure and free from abuse. This may include communications such as surveys or direct electronic communications.
- To keep active communications with you while you are our contracted client. Certain communications are necessary during delivery of our Services, and we have a legitimate interest in keeping you informed about our Services.

Where is your data processed?

In some cases, your information may be stored and processed outside of the country or region where it was originally collected to complete our obligations to you. In some of these countries, you may have fewer rights in respect of your information than you do in your country of residence.



Your agreement to the terms of this Privacy Policy, followed by your submission of information in connection with our Services, represents your agreement to this cross-border transfer of personal data.

Our primary region for storing and process data is within the Republic of South Africa.

Who else will have access to your personal data?

We may share your information with our service providers and processors to deliver the Services to you. These will often be providers that offer solutions for hosting, marketing, and other business critical operations. In the case of third parties processing data, we require that they comply with our internal standards, policies, technical and organisational measures, ensuring that your data is protected and remains confidential. We will only share data in accordance with this Privacy Policy and with approved and contractually appointed third parties.

When you authorise us to do so, we may also share your data with other companies so that they can process the data for other purposes, as explained in more detail when we request your prior consent. In addition, if you provide consent for the installation of cookies, your data may be processed by third parties. These cookies are subject to the third parties' respective Privacy Policies.

Where necessary and compelled by authorities to do so, we may share your information with law enforcement and competent courts. We may also share your information where we must take legal action to protect our, or third-party rights.

We will not sell your information. Our contracts dictate that third-party service providers may not use your information for their own benefit or for any services other than those requested by us.

How are we processing your data?

We will only process personal data because of the provision of our Services, or in operating our Site. These instructions are included in our standard Terms and Conditions and engagement contracts. Should we have reason to believe that your instructions infringe on data protection regulation, we will inform you promptly.

We will ensure that our employees are subject to confidentiality agreements and any statutory privacy obligations.

To provide you with the Services, we may need to use other service providers, as well as hire new providers in the future. Those companies will only process the data to the extent necessary to render the Services, and we will enter into written agreements with them to make sure that said companies comply with the obligations included in this Privacy Policy and implement all necessary security measures to ensure adequate protection of the data.

If we change upstream service providers that are involved in providing you with Services, or where we may need to hire additional companies to provide the Services, you have the right to reasonably oppose such an appointment. Such opposition shall be addressed on a case-by-case basis in accordance with the appropriate data protection regulation.

We will implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk. At your request and expense and considering the nature of processing and the information available to us, we shall reasonably assist you in compliance with the security obligations set forth by data protection regulation.

A list of our sub processors is available on request and is included in our Data Processing Agreements. Upon termination of your services, we will delete your personal data, unless otherwise required for a statutory requirement, our contract with you, or as per the retention periods set out in this Privacy Policy.



What happens in the event of a breach?

In the event of a confirmed breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, we shall promptly assess the risk to people's rights and freedoms and without undue delay report this breach to the appropriate authorities, controllers, responsible parties, and subjects as required by law.

We will cooperate with you and take such reasonable commercial steps as are directed by you to assist in the investigation, mitigation, and remediation of each such data breach.

Your rights

You have the right to request access to, and rectification or erasure of your personal information. You may also restrict processing, or object to processing in accordance with relevant data protection regulation.

In cases where consent was given, you have the right to withdraw consent at any time.

If you do request that your information is deleted, and should your request be accepted, all information will be permanently erased, except for information that we are required to keep by law or by other exception in line with data privacy regulation. You may exercise your rights at any time by lodging a request with our Information Officer at popia@whps.co.za

Updating your information

You may update your information in writing at any time by submitting a support request or sending an e-mail to our Information Officer at popia@whps.co.za. Please remember that it is your duty to keep information updated so we can correctly provide you with the Services, and you undertake to verify the information you have handed us from time to time to make sure that it is accurate.

Changes to the policy

This policy may be updated from time to time. You may be required to accept the updated Privacy Policy to keep using our Services. Alternatively, we may post non-material changes to this Privacy Policy on our Site, with a notice advising of the effective date of the changes. We may notify you of material changes to the Privacy Policy by e-mail (or otherwise) prior to the effective date of the changes.