

CISA MEMBER/COURSE ATTENDEE/CONFERENCE DELEGATE PRIVACY NOTICE

At the Compliance Institute of South Africa ('CISA'), we are committed to protecting the privacy of our members, prospective members, course attendees and conference delegates by ensuring your personal information is used appropriately, transparently, securely and in accordance with the law.

This privacy notice sets out how we collect and use your personal information.

If you have any questions, please contact privacy@compliancesa.com.

1. WHAT THIS PRIVACY NOTICE IS ABOUT

Who this privacy notice applies to.	This notice applies to all CISA members, and prospective members, course attendees and conference delegates and other clients. In terms of the Protection of Personal Information Act ('POPIA'), you are the data subject.
Who you are sharing your information with.	You are sharing your information with the Compliance Institute Southern Africa. Our registered address is: The Hube, 1 st floor, 84 Sophia Street, Fairlands, 2710 In terms of POPIA, we are the responsible party
What kind of information we collect and how we use it.	As the SAQA recognised, independent professional body for the compliance profession in South Africa, we collect, use and retain your personal information if you are one of our members or attend one of our courses or conferences. In most cases, the personal information we collect from you is mandatory. We must collect it to comply with the law or because we need it to register you as a member, course attendee or conference delegate or accredit you in terms of one of our professional designations.
What personal information is.	Personal information is all information relating to a specific individual. This includes contact information, information relating to your race, gender, sex, pregnancy status, marital status, ethnic or national origin, sexual orientation, physical or mental health, disability, religion, belief, culture, language, education background, financial information, criminal behaviour, employment history, personal opinions, views or preferences, and private or confidential correspondence. It does not matter whether the information is held on paper or in an electronic or other format – it is still personal information and must be protected.

Companies also have personal information that must be protected.	A company can also have personal information that must be protected, for example, financial information, such as bank and financial statements, BBBEE scores and tax information.
From time to time we may update this notice.	We may have to change this privacy notice from time to time to accommodate changes in our business or changes to the law.

2. WHAT INFORMATION WE COLLECT

The information we collect, and process depends on what services we provide you with.	The type of services we provide you with (e.g. membership, mentorship, courses and training, conferences or exams) will determine the purpose for and what personal information we collect and process. We will only process the personal information for the purpose that we need it.
We will collect information directly from you or from third-party sources.	<p>Most of the time we will collect your information directly from you. However, we will sometimes collect information from third-party sources, such as your employer or previous employer, registered credit bureaus or public records.</p> <p>We may collect information about you from third-party sources under the following circumstances:</p> <ul style="list-style-type: none"> • when you gave us consent (e.g., for us to do a credit or job reference check); • when your information is available on a public record (e.g., CIPC records); • when it is necessary to collect the information from a third party to maintain our legitimate interests; and • when it is in our legal interest not to collect the information directly from you (e.g., if we need to verify information about you in a background check).
The personal information that we collect about you.	<p>We collect your:</p> <ul style="list-style-type: none"> • name and surname • contact details • identity number and/or passport number • race • gender • nationality • disability • home language • employment history and experience (may include affidavits and reference letters from former and current employers) • education and professional qualification details • credit profile • personal views, opinions and/or preferences • billing and payment information

	<ul style="list-style-type: none"> • applications to register for membership, mentorship, courses and training, conferences, and/or exams
We generate information about you in the form of records.	<p>We generate records of:</p> <ul style="list-style-type: none"> • your online CISA membership or non-membership profile • the status of your CISA membership (whether you are a registered member or not) • payment receipts for your annual membership fees, course fees, conference fees or examination fees • attendance records at any courses or conferences you attend with us • academic records • your status when you apply to write an examination with us • CPD points you are awarded through us • when we accredit you with CISA professional designation • the status of your CISA professional designation once awarded (whether it is still valid or not) • if you are subject to any disciplinary proceedings in terms of the CISA disciplinary policy

3. WHY WE COLLECT AND PROCESS YOUR PERSONAL INFORMATION

3.1. We process your personal information to conclude a contract with you and to meet our contractual obligations.

We need your personal information to manage our contractual relationship with you and conduct our operations as a professional body	<p>Personal information is essential throughout your journey as a CISA member, course attendee or conference delegate. We use your personal information when we:</p> <ul style="list-style-type: none"> • register you as a CISA member; • renew your CISA membership; • register you to attend one of our courses; • share your name, job title and industry with our course convenors so they can adapt their examples for their specific audiences; • register you to attend one of our conferences or one of our partner's conferences; • send you your CPD certificates • consider your eligibility when you apply to write one of our examinations • share your examination applications with external assessors who we use to evaluate your eligibility to write one of our examinations
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	<ul style="list-style-type: none"> • mark any course assignments or examinations you write with us • accredit you in terms of one of our professional designations; and • discipline you (when you are a registered member) in terms of the CISA Disciplinary policy
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3.2. We process your personal information because it is in your or our legitimate interest to do so, because we are legally required to do so, or because you have given us permission.

We process some personal information because it is in your legitimate interest to do so.	When you contact us through our website, via email, telephone, or social media, we use the information we collect to reply to, investigate, and resolve your query, complaint, or request.
We process some personal information because it is in our legitimate interest to do so.	<p>When we process your information for general administrative reasons.</p> <p>When we confirm your CISA membership status (whether you are still a CISA member or not) with MIE or other third parties.</p> <p>When we confirm your CISA professional designation status in your electronic signature, with MIE or other third parties.</p> <p>When we confirm your attendance at a CISA course or conference for CPD purposes with third parties.</p> <p>When we identify any of our courses or conferences that might interest you, and when we send you marketing about them.</p> <p>When we monitor our premises by CCTV and other access control mechanisms (e.g., a visitors' sign-in register) to ensure the safety of our property and all our employees, suppliers, members, course attendees and conference delegates.</p> <p>When we use virtual academic assessment tools to conduct examinations in remote learning situations.</p> <p>When we ask you to complete surveys about courses or conferences you have attended with us.</p> <p>When we publish your name and CISA professional designation, which you have been accredited with, in our monthly newsletter.</p>
We are legally required to process some personal information.	<p>We will collect, use and retain your personal information to ensure that we comply with income tax, financial reporting laws, and other legislation. We will use your personal information for:</p> <ul style="list-style-type: none"> • internal and external audits; • financial and tax reports; • regulatory reporting; • reporting professional designations, CISA has awarded to the South African Qualifications Authority ('SAQA;') the Quality

	<p>Council for Trades and Occupations ('QTCO') and Finance and Accounting Services</p> <p>Sector Education and Training Authority ('FASSET'); and</p> <ul style="list-style-type: none"> • any legal proceedings. <p>Here are some of the pieces of legislation which affect why we collect, use and retain your personal information:</p> <ul style="list-style-type: none"> • Companies Act 71 of 2008 • Income Tax Act 58 of 1962 • National Credit Act 34 of 2005 • Prescription Act 68 of 1969 • National Qualifications Framework Act 67 of 2008 • Broad-based Black Economic Empowerment Act 53 of 2003
We process your information with your consent.	When we verify your credit history, criminal record, education history, employment history, identity number, or driver's licence. We use third-party service providers to verify your personal credentials, or we will contact your previous or current employers with your permission.
When we process your information further.	We process your information further for historical, statistical or research purposes when we perform data analytics on our membership, course attendee and conference delegate bases. We do this to gain market insights into our different bases and improve our service offerings.

4. HOW WE SHARE YOUR INFORMATION WITH OUR SERVICE PROVIDERS.

We may share your personal information with service providers to manage our relationship with you and run our organisation day-to-day.	<p>These are some instances when we need to share your information with our service provider. We use service providers to:</p> <ul style="list-style-type: none"> • send you regular service communications, marketing communications and our newsletter; • provide us with customer relationship management software; • provide us with IT services; • provide us with cloud storage services; • perform audits and do our income taxes; • provide us with company secretarial services; • provide us with examination software; • market and run our events; and • to send you regular updates and information from a 3rd party benefit provider.
We only share the minimum amount of your information.	We only share the minimum amount of information that the service provider requires.
We only share your information with service providers we trust.	We require that service providers agree to keep your information secure and confidential and only use your information for the purposes for which we shared it with them.

Some of the service providers that we use may be in other countries.	When we share information with service providers located in other countries that may not have the same levels of protection of personal information as South Africa, they must undertake to protect your personal information to the same level that we do.
We provide for appropriate safeguards before we share.	We have appropriate safeguards in place in contracts between our local and foreign service providers and us.

5. HOW WE KEEP YOUR INFORMATION SECURE

We have taken reasonable technical and organisational measures to protect your personal information against, among other things, loss, abuse and unauthorised access.	<p>To protect your personal information, we have the following procedures in place:</p> <ul style="list-style-type: none"> • our employees receive regular training to manage information securely; we only give access to your personal information to those within CISA who need to process your personal information according to the purposes stated above; and • we have adequate ICT measures in place to protect personal and other electronic information and keep it confidential
We continuously review our security controls and processes to ensure your personal information is secure.	Even though we regularly monitor our systems for vulnerabilities, no system is perfect. We cannot guarantee that we will never experience a breach of any of our physical, technical, or managerial safeguards.
We will inform you of any breaches affecting your personal information.	<p>If something should happen, we have taken steps to minimise the threat to your privacy, and we will let you know if your personal information has been compromised.</p> <p>We will also let you know how you can help minimise the impact of the breach.</p>

6. HOW WE STORE YOUR INFORMATION

We keep records of your personal information, which are essential for historical, commercial and legal purposes.	<p>We retain your personal information for as long as we have a legitimate reason to keep it.</p> <p>These periods vary depending on the type of personal information, the reason why we originally collected it, if the law requires that we keep it for a specific retention period and when we need the information for research, historical or statistical purposes.</p> <p>We will not keep your personal information longer than we need to or are legally required to.</p>
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7. YOUR PERSONAL INFORMATION RIGHTS

You may ask us about your personal information.	You have the right to know when we collect and use your personal information and to ask us what we know about you and what we do with that information.
You may access your personal information.	<p>You may ask to access your personal information by contacting ceo@compliancesa.com.</p> <p>We may take up to one month to respond to your request and in some circumstances may charge a fee. We will let you know if this is the case</p>
You have control over your personal information.	<p>You may:</p> <ul style="list-style-type: none"> • ask that we update incorrect personal information or complete personal information that may be incomplete; • ask that we delete your personal information; • ask to receive your personal information in a structured, commonly used and machine-readable format; • ask that we reuse your personal information for your purposes across different services; • object to the processing of your personal information under certain circumstances; • object to automated decision-making and profiling; • ask that a human review any automated decisions that we make about you, express your point of view about it, and obtain an explanation of the decision. You may challenge any automated decision made about you; and • ask that we restrict our use of your personal information
You have the right to unsubscribe.	<p>You have the right to unsubscribe from any direct marketing we send you. You can unsubscribe here.</p>
You have the right to lodge a complaint with the Information Regulator.	<p>You can contact the Information Regulator at infoereg@justice.gov.za.</p>