



OFFICE OF INDEPENDENT SCHOOLS EVALUATIONS, SOUTHERN AFRICA (OISESA)
(NPC Reg. No. 2021/893373/08 PBO Reg. No. 9400 468204)

PRIVACY POLICY

1. INTRODUCTION

The right to privacy is a fundamental human right that is protected in the Constitution of South Africa, 1996 and in the Protection of Personal Information Act 4 of 2013 (**POPIA**). The Office of Independent Schools Evaluations Southern Africa (**OISESA, we, our, or us**) understands the importance of protecting your personal information.

OISESA is a non-profit company which aims to establish positive partnerships with independent schools across Southern Africa, using a set of globally aligned standards and indicators to facilitate institutional reflection for continuous improvement.

In making available our website and providing services to you, we collect, use and disclose certain categories of personal information. This Privacy Policy covers how we handle your personal information.

2. PERSONAL INFORMATION WE COLLECT FROM YOU

We collect only the personal information that we need for purposes of providing services to you, including the provision of quality assurance services to independent schools, as contemplated in OISESA's memorandum of incorporation. The personal information we collect depends on how you interact with us. We may collect the following personal information directly from you:

- Names;
- Contact details (including telephone numbers, mobile numbers, and email addresses);
- Value-Added Tax registration numbers (if the entity is a registered VAT vendor with the SARS);
- Registration details of entities;
- Banking details;
- Physical addresses.

We will notify you beforehand if we require any other categories of personal information from you.

3. PERSONAL INFORMATION WE RECEIVE FROM OTHER SOURCES

We do not generally obtain any personal information about you from other sources. Instead, we collect the personal information directly from you when we provide services to you.

4. LEGAL BASIS FOR AND PURPOSE OF THE USE OF PERSONAL INFORMATION

We primarily use your personal information to provide quality assurance services to independent schools, and to comply with applicable laws.

We use your personal information only when we have a valid legal basis to do so. Our processing of your personal information is primarily premised on consent. We require your consent to use your personal information. You can withdraw your consent at any time by contacting us, provided that any processing of your personal information prior to such withdrawal will not be affected.

Alternatively, and in addition to your consent, we may process your personal information on one or a combination of the following grounds:

- Performance of an agreement: We may need to collect and use your personal information to enter into an agreement with you.
- Legitimate interest: We may use your personal information for our legitimate interests or those of third parties.
- Statutory legal obligation: We may process certain of your personal information in line with requirements under POPIA and applicable laws.

If you do not provide the personal information we require, we may not be able to provide you with our services. If we enter into an agreement with you and you do not provide the personal information we require, we will not be able to perform in terms of the agreement entered with you, or we may be prevented from complying with our legal obligations.

We will only use your personal information for the purposes for which it was collected. Where necessary, we may use your personal information for another purpose only where that purpose is compatible with the original purpose for which your personal information was collected. Where we need to use your personal information for a purpose unrelated to the reason for its collection, we will notify you of this beforehand and will explain the legal basis which allows us to do so.

5. YOUR RIGHTS

You can contact us at any time to find out whether we hold personal information about you. If we hold personal information about you, you can request a copy. A fee for these requests may be payable as prescribed in terms of POPIA.

You can ask us to correct any personal information that we hold about you. You are encouraged to make sure that any personal information you provide to us is kept up to date.

If you ask us to delete or stop processing your personal information, we may also be unable to continue to provide any further services to you.

There may be circumstances in which we are not able to grant your request, such as where we are required by law to keep information. We may also refuse to grant your request if it would undermine our legitimate use of the personal information if we grant it. We can also refuse your request if it jeopardises the privacy of others, is frivolous or vexatious, or would be extremely impractical or unreasonable for us to grant it.

We will not use your personal information for purposes of direct marketing by means of unsolicited electronic communications unless you provide us with your consent to do so, nor will you be subject to a decision which is based solely on the basis of the automated processing of your processing of your personal information.

You have the right in terms of POPIA to submit a complaint to the Information Regulator about the way that we process your personal information.

The Information Regulator's contact details are as follows:

Address: Woodmead North Office Park
54 Maxwell Drive Woodmead
Johannesburg
2191

Complaints: POPIAComplaints@info regulator.org.za

General enquiries: enquiries@info regulator.org.za

6. SHARING YOUR PERSONAL INFORMATION

We may share your personal information with other companies and organisations ("**third parties**") with which we have a relationship, in order to provide services to you, or in order to conduct our business (such as for criminal checks, qualification verifications etc.). The third parties with whom we share your personal information will not use your personal information beyond what is necessary. We require that all third parties use appropriate security measures to protect your personal information.

We will disclose your personal information to certain authorities or third parties (such as law enforcement agencies in South Africa), where such an obligation is imposed on us by law. We may also disclose and otherwise process your personal information in accordance with applicable laws to defend our legitimate interests, for example, in civil or criminal legal proceedings.

7. PLANNED TRANSBORDER FLOWS OF PERSONAL INFORMATION

We do not generally transfer your personal information outside of South Africa, except where such information relates to independent schools. OISESA may engage the services of a service provider which resides outside of South Africa, and who may receive certain personal information.

8. SECURITY SAFEGUARDS

We use administrative, technical, and physical safeguards to protect your personal information, taking into account the nature of the personal information and the processing, and the threats posed. We are constantly working to improve these safeguards to help keep your personal information secure.

9. UPDATING YOUR PERSONAL INFORMATION

While we take reasonable steps to keep the personal information in our possession accurate and up to date, it is your responsibility to provide us with your correct details and to update your personal information where appropriate.

10. RETENTION PERIODS

We retain your personal information only for so long as is necessary to fulfil the purposes for which it was collected, as described in this Privacy Policy, or as required by law. When assessing retention periods, we first

carefully examine whether it is necessary to retain the personal information collected and, if retention is required, we aim to retain the personal information for the shortest possible period permissible by law.

11. UPDATES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. We encourage you to review this Privacy Policy regularly to stay informed about our privacy practices.

12. CONTACT US

Our contact information is set out below should you have any questions or concerns about this Privacy Policy:

The Information Officer:

Name: Margot Amanda Long
Physical address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090
Postal address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090
Telephone: 010 157 2317
Email: margot@oisesa.org

The Deputy Information Officer:

Name: Juanita Judd
Physical address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090
Postal address: 65 Homestead Road, Raumaraispark, Sandton, Gauteng, 2090
Telephone: 010 157 2317
Email: juanita@oisesa.org

Last modified: 27.03.2026