



PRIVACY POLICY

INTRODUCTION

Old Oak Academy respects your right to privacy and therefore aims to ensure that we comply with the legal requirements of the POPI Act which regulates how we collect, process, store, share and destroy any personal information which you have provided to us.

Where we refer to “personal information”, it means “personal information” as defined in the Protection of Personal Information Act, 4 of 2013 (“POPI”). Personal information includes any information about a person that can be used to identify a person directly or indirectly. It includes information like a name, an identification number, location information, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person.

THE PERSONAL INFORMATION WE COLLECT-

We collect, amongst others, the following personal information:

Customer Information

- **Examples of Personal Information collected:** Details of Account Holder, Spouse and Student such as name, ID number, residential address, employment details, select medical details of Student, email addresses, and phone numbers. We do not collect payment information.
- Legally required information, which includes any additional information that the law requires from us to verify your identity.

Device information

- We do not collect any device information such as location and IP addresses.

TREATMENT OF YOUR PERSONAL INFORMATION

We will -

- treat your personal information as strictly confidential;
- take appropriate technical and organisational measures to ensure that your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
- provide you with access to your personal information to view and/or update personal details;
- promptly notify you if we become aware of any unauthorised use, disclosure or processing of your personal information;



- provide you with reasonable evidence of our compliance with our obligations under this policy on reasonable notice and request;
- Once your contract as an Account Holder has expired, promptly destroy any and all of your personal information in our possession or control; and
- not retain your personal information longer than the period for which it was originally needed, unless we are required by law to do so, or you consent to us retaining such information for a longer period.

USE OF YOUR PERSONAL INFORMATION

We use your personal Information to provide our services to you:

- **Purpose of collection:**
 - For the purposes of contacting me via phone, email and/or instant messaging platforms.
 - For the purposes of assisting me in dealing with my Distance Education Provider.
 - For the purpose of online education with the Student via various online systems.
 - For the purposes of handing my account over to Old Oak Academy (Pty) Ltd's designated debt collector should I renege on payment of my account with Old Oak Academy (Pty) Ltd.
 - responding to your queries emailed to us.
 - providing you with our services.
 - We will only share your personal information for purposes of providing services to you or any other legitimate business purpose relating to our business activities, including but not limited to, the protection of our or your rights, complaints, or enforcing any agreement between us.
 - Where the law requires us to do so, we may also share your personal information with third-party service providers, agents, contractors, employees, law enforcement agencies or business affiliates.
- **Source of collection:** collected from you.

MARKETING

We do not use personal information for any marketing purposes.

SECURITY

We will take all reasonable steps to ensure that your personal information is protected. We protect and manage the personal information that we hold about you by using electronic and computer safeguards including but not limited to passwords, standard firewalls, and physical and electronic access control to our buildings. We only authorise access to personal information to those employees who require it to fulfil their designated responsibilities.



YOUR RIGHTS

You have the right at any time to:

1. Rectify the Personal Information collected by us.
2. Object to the processing of Personal Information (subject to legislation).
3. Request the return or destruction of Personal Information (subject to legislation).
4. Lodge a complaint with the company.

LINKS ON OUR WEBSITE

We do not have links on our website to third parties.

RIGHT TO OBJECT

You may, on reasonable grounds, object to us using your personal information. If you object, we will stop using your personal information, except if the law allows its use, but bear in mind that we will not be able to deliver an effective service.

LODGING A COMPLAINT

If you believe we are using your personal information unlawfully, please let us know on admin@oldoakacademy.co.za.

QUALITY AND ACCESS TO YOUR PERSONAL INFORMATION

We want to ensure that your personal information is accurate and up to date. You may ask us to correct any personal information that you think is inaccurate or has changed, or request us to remove your information by sending an email to admin@oldoakacademy.co.za. You have the right to request us to provide you with personal information that we hold about you. You must contact us directly to do so or send an email to: admin@oldoakacademy.co.za

RETENTION OF INFORMATION

We retain personal information in accordance with the required retention periods in law or for legitimate business purposes. We may keep personal information indefinitely in a de-identified format for statistical purposes. This privacy policy also applies when we retain your personal information.



SECURITY BREACH

We will report any security breach to the Information Regulator and the individuals or companies involved. If you want to report any concerns about our privacy practices or if you suspect any breach regarding your personal information, kindly notify us by sending an email to admin@oldoakacademy.co.za.

CHANGES

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

CONTACT

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at admin@oldoakacademy.co.za.

Last updated: 1 JULY 2021

If you are not satisfied with our response to your information complaint, you have the right to lodge your complaint with the Information Regulator. You can contact the Information Regulator here:

Website: <https://www.justice.gov.za/infoereg/contact.html>