

Privacy Policy

1. Introduction

This policy outlines our procedures for protecting your privacy. We respect your privacy and take the protection of personal data/information very seriously. The purpose of this policy is to describe the way that we collect, store, use, and protect data that can be associated with you that can be used to identify you.

2. Persons affected

This policy applies to you if you are:

a visitor to our website;

a prospective client that contacts us by phone or email; or

a client that has registered on our website to participate in our programme.

3. Personal data / information

3.1. Personal data / information includes:

certain information collected on registration (see below);

certain optional information that you provide to us voluntarily (see below);

3.2. Personal data / information excludes:

information that has been made anonymous so that it does not identify a specific person;

permanently de-identified information that does not relate or cannot be traced back to you specifically;

non-personal statistical information collected and compiled by us; and

information that you have provided voluntarily in an open, public environment or forum including any blog, chat room, community, classifieds, or discussion board (because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal data / information subject to protection under this policy).

3.2.1. Types of information collected

Common examples of the types of personal data / information which we may collect and process include your:

identifying information – such as your name, date of birth, or identification number;

contact information – such as your phone number or email address;

address information – such as your physical or postal address;

4. Acceptance

4.1. Acceptance required

You accept all the terms of this policy when you contact us through:

phone;

email;

our website;

or by registering for our programme

4.2. Deemed acceptance

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

4.3 Your obligations

You may only send us your own personal data / information or the personal data / information of another data subject where you have their permission to do so.

5. Changes

We may change the terms of this policy at any time by updating this web page. We will notify you of any changes by placing a notification in a prominent place on the website or by sending you an email detailing the changes that we have made and indicating the date that they were last updated. If you do not agree with the changes, then you must stop using the website, and our services. If you continue to use the website or our services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.

6. Collection

6.1. On registration

Once you register on our website, you will no longer be anonymous to us. You will provide us with certain personal data / information.

This personal data / information may include:

your name, surname and ID number;

your email address;

your telephone number;

your postal address or street address; and

your username and password

We will use this personal data / information to fulfil your account, provide additional services and information to you as we reasonably think appropriate, and for any other purposes set out in this policy.

6.2. When you contact us

When you contact us, you may be asked to provide certain personal data / information on a voluntary basis. This may include:

your name and surname;
your email address; and
your telephone number.

This information is automatically stored and we will use this personal data / information to provide additional services and information to you, as we reasonably think appropriate, and for any other purposes set out in this policy.

6.3. When you register

When you register on our website, you will be asked to provide us with additional information on a voluntary basis.

6.4. Purpose for collection

We may use or process any services information, or optional information that you provide to us for the purposes that you indicated when you agreed to provide it to us.

Processing includes gathering your personal data / information, disclosing it, and combining it with other personal data / information. We generally collect and process your personal data / information for various purposes, including:

Retail purposes – such as collecting orders for, supplying, and supporting our retail products;
services purposes – such as providing our services;
marketing purposes – such as pursuing lawful related marketing activities;
business purposes – such as internal audit, accounting, business planning; and

6.12. Consent to collection

We will obtain your consent to collect personal data / information:
in accordance with applicable law;
when you provide us with any registration information or optional information.

7. Privacy by design

When we decide to develop a new product or start a new activity that involves the processing of personal data / information, we take the privacy and data protection laws and principles into account and try to build them into the product or activity.

8. Use

8.1. Our obligations

We may use your personal data / information to fulfil our obligations to you.

8.2. Messages and updates

We may send administrative messages and email updates to you about our service. In some cases, we may also send you primarily promotional messages. You can choose to opt-out of promotional messages.

9. Disclosure

9.1. Sharing

We may share your personal data / information with:

other divisions within our company so as to provide joint content and services like registration, for transactions and customer support, to help detect and prevent potentially illegal acts and violations of our policies, and to guide decisions about our products, services, and communications;

our service providers under contract who help supply certain goods/services or help with parts of our business operations, including bill collection, technology services (our contracts dictate that these goods suppliers or service providers only use your information in connection with the goods they supply or services they perform for us and not for their own benefit);

credit bureaus to report account information, as permitted by law;

9.2. Regulators

We may disclose your personal data / information as required by law or governmental audit.

9.3. Law enforcement

We may disclose personal data / information if required:

by a subpoena or court order;

to comply with any law;

to protect the safety of any individual or the general public; and

to prevent violation of our terms of service.

9.4. No selling

We will not sell personal information. No personal data / information will be disclosed to anyone except as provided in this privacy policy.

9.5. Marketing purposes

We may use testimonials supplied about our services which will only include name, surname and in some cases school.

9.6. Employees

We may need to disclose personal data / information to our employees that require the personal data / information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel. Any of our employees or personnel that handle your personal data / information will have signed non-disclosure and confidentiality agreements.

9.7. Unauthorised disclosure

We cannot accept any liability whatsoever for unauthorised or unlawful disclosure of your personal data / information by third parties who are not subject to our control.

10. Security

We take the security of personal data / information very seriously and always do our best to comply with applicable data protection laws. We will implement and maintain appropriate technical and organisational measures to protect the security and confidentiality of the personal data / information. We host a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. All personal data / information is securely stored in our customer database. We authorize access to personal data / information only for those employees who require it to fulfil their job responsibilities.

11. Accurate and up to date

We will try to keep the personal data we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time we may request you to update your personal data on the website. You are able to review or update any personal data that we hold on you by accessing your account online or emailing us. Please note that in order to better protect you and safeguard your personal data, we take steps to verify your identity before granting you access to your account or making any corrections to your personal data. Throughout your interaction with us you retain the right to rectify personal data that is incorrect or inaccurate. This does not apply if we process your personal data in our capacity as a Processor | Operator on behalf of you or the Administrator when you or the Administrator act as the Data Controller | Responsible Party.

12. Retention

We will only retain your personal data for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

retention of the record is required or authorised by law; or
you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal data.

We may retain your personal data in physical or electronic records at our discretion.

13. Transfer to another country

We may transmit or transfer personal data outside of the country in which it was collected to a foreign country and process it in that country. Personal data may be stored on servers located outside the country in which it was collected. You consent to us processing your personal data in a foreign country whose laws regarding processing of personal data may be less stringent. We will only make use of very secure and well recognised third party servers, such as Google, Microsoft and Dropbox, which utilise very strict security.

14. Updating or removing

You may choose to correct or update the personal data you have submitted to us by contacting us via email or via the website.

You are entitled to a right to be forgotten. We will delete any personal data that you don't want us to have.

15. Restriction of processing

You may request that we restrict the use of your personal data. When we restrict your personal data, we still have the right to store it but not use it.

16. Data breaches

We will notify our clients of any confirmed data breaches that have occurred.

17. Limitation

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

18. Enquiries

If you have any questions or concerns arising from this Privacy Policy, please contact us on system@admaths.co.za.