**Health Science Academy (Pty) Ltd**

**Privacy Policy**

*Introduction*

This privacy notice is part of your agreement with Health Science Academy (Pty) Ltd. During our interactions, you share personal information with Health Science Academy (Pty) Ltd with registration number 1994/006219/07. As an educational institution we are not registered for VAT.

This notice tells you what to expect when we collect and use your information. It is part of our agreement with you, and we may need to update it occasionally, but we will inform you when we do. You should read this notice along with the terms and conditions that apply to our products and services you use.

If you have any questions, please contact us at:

Knowledge Park

173 Mary Road

The Willows

Pretoria 0184

E-mail: hsaenquiries@healthsceince.co.za

Tel: 087 821 1109

Fax: 081 680 0671

*Health Science Academy*

Health Science Academy is a well-established and accredited provider of education and training in the South African healthcare sector. It is a private company fully owned by the Foundation for Professional Development and registered with the South African Pharmacy Council. Health Science Academy focuses on the private education and training of adults. It is also registered with LG SETA, Services Seta, HW SETA and TETA.

*Collection and processing of personal information*

We currently collect and process the following information when you purchase a course:

* Name
* Mobile, telephone and fax numbers
* Address
* VAT number
* ID number

We use this information to

* deliver any courses or services you request
* send an invoice or statement or any other legal documents that relate to your transaction
* send marketing and other information that you request
* fulfil our legal obligation to use or disclose your information.

When you create an online profile, some of the fields are mandatory. If you do not complete all the required fields, you will not be able to create a profile. We will prompt you if this is the case.

An online profile is required when you

* enrol for an online course
* require access to an online portal.

When you contact us by social media, email, telephone, or online chat with a query, complaint, or request, we collect the information included in your message. We use the collected information to reply to, investigate, and resolve your query, complaint, or request.

In terms of the Protection of Personal Information Act (POPIA), the processing is necessary to

* conclude a contract or service that you requested
* comply with the requirements of a law on the business.

*Children’s information*

You have to be older than 18 to use our services or products.

We do not knowingly collect the personal information of children without the consent of a parent or guardian.

If we target a child with a product or service, we will ask for consent from the child’s parent or guardian.

*Sharing of information*

We use suppliers and service providers who we trust to assist us in providing our products to you. They have agreed to keep your information secure and confidential, and to only use it for the purposes for which we have sent it to them.

Here are some of the instances when we share your information :

* to conduct verifications (e.g. previous qualifications)
* to store information
* to manage our social media interactions
* to deliver newsletters
* to help monitor the effectiveness of our promotions and advertising
* to help us manage our business, for instance accountants and professional advisors
* to provide IT services
* to maintain our website.

Sometimes we will be required by law to share your information. For instance, we may be required to share your information with the South African Fraud Prevention Services or the South African Pharmacy Council.

*Information to other countries*

Some of the service providers that we use may be located in other countries; for instance, our cloud storage service. These countries may not have the same levels of protection of personal information as South Africa. If this is the case, we require that they undertake to protect the personal information of our customers to the same level that we do.

*Retaining information*

We will not retain your information for longer than we need to unless we are legally required to do so. Most of your personal information will be retained for 5 years.

### *Limitation of impact of a breach*

We have implemented reasonable security measures based on the sensitivity of the information we hold. These measures are in place to protect the information from being disclosed, from loss, misuse, and unauthorised access, and from being altered or destroyed.

We regularly monitor our systems for possible vulnerabilities and attacks, but no system is perfect, and we cannot guarantee that we will never experience breach of any of our physical, technical, or managerial safeguards. If something should happen, we have taken steps to minimise the threat to your privacy. We will let you know of any breaches that affect your personal information and inform you how you can help minimise the impact.

### *Your rights*

You have the right to know what kind of personal information we have about you, to correct it, and to opt out of marketing.

You have the right to

* ask us what we know about you
* ask what information was sent to our suppliers, service providers, or any other third parties
* ask us to update, correct, or delete any out-of-date or incorrect personal information we have about you
* ask us to delete your personal data. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.
* unsubscribe from any direct marketing communications we may send you
* object to the processing of your personal information.

You can request access to the information we have about you, or correct your personal information by contacting our information officer at  hsaenquiries@healthscience.co.za

It can take us up to 21 days to respond to your request because there are procedures that we need to follow. In certain cases, we may require proof of your identity, and sometimes changes to your information may be subject to additional requirements such as valid proof of residence.

*Complaints*

If you have any concerns about our use of your personal information, you can make a complaint to us at hsaenquiries@healthscience.co.za

You can also complain to the Information Regulator if you are unhappy with how we have used your Information.

Their contact details are as follows:

**The Information Regulator (South Africa)**

33 Hoofd Street
Forum III, 3rd Floor Braampark
P.O Box 31533
Braamfontein, Johannesburg, 2017

 **Complaints** email: complaints.IR@justice.gov.za