

POLICY	
Title & Number	Privacy Policy POL001
Version Number & Date	Version 1.0_31 Oct 2024
Document Owner & Role	Lize Pieterse - MEL Coordinator / Data Controller
Contributor/s & Role	Laetitia Bull – Communication Coordinator Carli Basson – Data Processor Petra Institute IT Support Hannes Pieterse – Information Officer
Approval Date	31 Oct 2024
Effective Date	Pending
Related Document/s:	SOP 001/2024 Data Management SOP 002/2024 Attendance Register Terms and Conditions
Purpose	This policy describes the privacy measures in handling personal information as well as the related Terms and Conditions provided on Petra Institute’s website and relevant forms.
Scope	This Privacy Policy applies to all Petra Institute’s personnel who collect personal information through any of Petra Institute’s platforms or activities, including through the Petra Institute’s online <i>Becoming a Friend of Petra Institute</i> form and Attendance Registers.
Policy Statement	Petra Institute is committed to safeguarding the privacy and personal information of all individuals who engage with our programs and services. We ensure that all personal data collected during any of Petra Institute’s activities, whether through our online <i>Becoming a Friend of Petra Institute</i> form or Attendance Registers, is handled in compliance with applicable privacy laws and regulations. This information is collected solely for specified purposes and will not be used beyond the scope of those purposes without appropriate consent. We are dedicated to maintaining transparency, ensuring data security, and upholding the rights of all individuals in relation to their personal information.
Definitions (if applicable)	<b>Information Officer:</b> A designated individual within an organization responsible for ensuring compliance with the POPI Act and overseeing the management of personal information. The Information Officer's duties include implementing policies and procedures for data protection, facilitating access to personal information, managing data subject requests, and serving as a point of contact for the Information Regulator.  <b>Data Controller (Responsible Party):</b> The entity or person that determines the purpose and means of processing personal information. This includes deciding what data to collect, why to collect it, and how it will be used. The

	<p>data controller holds the primary responsibility for ensuring data protection compliance.</p> <p><b>Data Processor (Operator):</b> The entity or person that processes personal information on behalf of the data controller. The processor follows the instructions of the data controller and is responsible for managing data, but not for deciding the purpose or means of processing.</p>
<p><b>Description</b></p>	<p><b>1. Introduction</b></p> <p>Petra Institute ("we," "us," or "our") is committed to ensuring the confidentiality and security of your personal information, in compliance with the SOUTH AFRICAN PROTECTION OF PERSONAL INFORMATION ACT DATED 30 JUNE 2021 ("POPI Act"). This Privacy Policy explains how we collect, use, and protect your personal data when you interact with us, either as a partner, student, staff member, or other stakeholders.</p> <p><b>2. Information We Collect</b></p> <p>We may collect personal information, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Birthdate / Age</li> <li>• ID Number</li> <li>• Gender</li> <li>• Age</li> <li>• Contact details (email address, phone number, physical address)</li> <li>• Affiliation information</li> <li>• Demographic details</li> <li>• Any other personal information you choose to provide</li> </ul> <p><b>3. How We Collect Your Data</b></p> <p>Personal data is collected directly from you when you:</p> <ul style="list-style-type: none"> <li>• Submit forms on our website</li> <li>• Register for events, programs, or training</li> <li>• Communicate with us via email or other communication channels</li> <li>• Provide information for marketing, newsletters, and prayer requests</li> <li>• Complete the <i>Becoming a Friend of Petra Institute</i> form</li> </ul> <p>We do not knowingly collect personally identifiable information from children under 18 without parental consent as described under point 6 of this Policy. If you believe your child has provided us with personal data, please contact us. If we discover that a child under 18 has provided personal information without parental consent, we will take immediate steps to delete it.</p> <p><b>4. Purpose of Collecting Personal Information</b></p>

We collect personal information for the following purposes:

- Administrative and operational purposes
- Networking
- Consultation
- Marketing and communications, including newsletters and event notifications
- Monitoring, Evaluation and Reporting purposes
- Training and educational programs

You have the option to provide personal information voluntarily. However, if you choose not to provide it, we may be unable to include you on our distribution list or provide certain services, such as personalized communication or maintaining a history of your involvement with Petra Institute.

## 5. Data Sharing and Disclosure

Your personal information will not be shared with third parties without your explicit consent, except as required by law. We use the Zoho Customer Relationship Management platform to manage customer interactions, and third-party services like Google Ads, Facebook, YouTube, and TikTok to personalize content and serve relevant advertisements.

We do not transfer your personal information to any other country or international organization.

## 6. Protecting Your Child's Privacy

If your child (under the age of 18) is attending a training as a participant, we require your consent to collect the following information: your child's name, age, gender, initials (short signature), and contact details.

This information will be gathered through the following forms for the stated purposes:

- a. **Course Registration Form:** Used to prepare for the course (e.g. to prepare name cards, training manuals, assignments, small groups).
- b. **Attendance Register:** Used to verify your child's attendance for the following purposes:
  - Issuing documentation for Attendance.
  - Reporting the number of training attendees for Monitoring and Evaluation purposes (your child's personal information will not be included in these reports).
  - Record-keeping for follow-up purposes.

- c. **Course Evaluation Form:** To perform quality control on course content and presentation; to determine whether the course outcomes were reached and identify further needs from the training participants.

The Course Registration Form will include your consent for your child to attend the training, as well as permission to provide their information on the Attendance Register. Your child's personal information will not be processed for any other purposes.

If you are a parent or guardian and become aware that your child has provided personal information without your consent, through any other means, please notify us at [data@petra.co.za](mailto:data@petra.co.za). We will promptly remove any data collected without proper parental consent.

As per the POPI Act, Chapter 3, Section 35, <https://popia.co.za/section-35-general-authorisation-concerning-personal-information-of-children/>

(1) The prohibition on processing personal information of children, as referred to in section 34, does not apply if the processing is—

- a. carried out with the prior consent of a competent person;
- b. necessary for the establishment, exercise or defence of a right or obligation in law;
- c. necessary to comply with an obligation of international public law;
- d. for historical, statistical or research purposes to the extent that—
  - (i) the purpose serves a public interest and the processing is necessary for the purpose concerned; or
  - (ii) it appears to be impossible or would involve a disproportionate effort to ask for consent,
  - (iii) and sufficient guarantees are provided for to ensure that the processing does not adversely affect the individual privacy of the child to a disproportionate extent; or
- e. of personal information which has deliberately been made public by the child with the consent of a competent person.

## 7. Data Retention and Destruction

We retain your personal data only for as long as necessary to fulfil the purpose for which it was collected. Throughout this process, your data will be kept secure through appropriate technical, administrative, and physical safeguards to prevent unauthorized access, alteration, disclosure, or destruction. This includes secure encryption of electronic data, regular system monitoring, and restricted access to authorized staff only.

We will take all reasonable steps to destroy or de-identify personal information once it is no longer required for the purposes mentioned above or upon your explicit request.

The destruction of personal information will be conducted as follows:

- **Hard copies:** All documents containing personal information will be securely shredded to ensure complete destruction.
- **Electronic information:** Data stored electronically will be deleted from our systems and securely removed from backups. We will ensure that no unauthorized access to the deleted data is possible.

## 8. Your Rights as a Data Subject

As a data subject under the POPI Act, you have the right to:

- Access your personal information
- Request correction or deletion of your personal data
- Withdraw consent for data processing
- Object to the processing of your personal information
- Lodge a complaint if you believe your data is being misused

To exercise any of these rights, please contact the Information Officer.

Mobile Number: +27 (0)82 446 2274

Email: [data@petra.co.za](mailto:data@petra.co.za)

## 9. How to Complain

If you have any concerns or believe your personal information is being misused, you can file a complaint with the Information Officer.

Mobile Number: +27 (0)82 446 2274

Email: [data@petra.co.za](mailto:data@petra.co.za)

## 10. Data Security

Both Petra Institute and its legitimate service provider take appropriate security measures to safeguard your personal data against unauthorized access, alteration, or destruction. We use secure technologies and protocols to protect the confidentiality and integrity of your data on the Customer Relationship Management platform.

## 11. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with an updated "Effective Date." Please check this page regularly for updates.

## 12. Contact Us

For any questions about this Privacy Policy or to request information about how your data is handled, please contact us at:

Mobile Number: +27 (0)82 446 2274

Email: [data@petra.co.za](mailto:data@petra.co.za)

<b>Compliance</b>	South African Protection of Personal Information Act dated 30 June 2021 ("POPI Act")		
<b>Monitoring &amp; Evaluation</b>	Lize Pieterse		
<b>Document Control</b>			
<b>Version Number &amp; Date</b>	<b>Revisions and Amendments</b>	<b>Effective</b>	<b>Responsible person</b>
Version 1.0_31 Oct 2024	NAP	Pending	Lize Pieterse

TERMS AND CONDITIONS	
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Document Owner & Role	Lize Pieterse – MEL Coordinator / Data Controller
Contributor/s & Role	Carli Basson – Data Processor Petra Institute IT Support Hannes Pieterse – Information Officer
Approval Date	31 Oct 2024
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Description	<p><b>Terms and Conditions</b></p> <p>Welcome to the website of PETRA INSTITUTE. By accessing or using our website, services, or any resources offered, you agree to comply with and be bound by the following terms and conditions. Please read them carefully.</p> <p><b>1. Acceptance of Terms</b></p> <p>By accessing our website or engaging with PETRA INSTITUTE, you acknowledge that you have read, understood, and agree to these Terms and Conditions, including our Privacy Policy. If you do not agree, you should discontinue using our services immediately.</p> <p><b>2. Changes to Terms</b></p> <p>We reserve the right to change, modify, or update these terms at any time. Changes will be effective upon posting to our website. Your continued use of our website or services after changes are posted will signify your acceptance of those changes.</p> <p><b>3. Use of Website</b></p> <p>You may use our website and services for lawful purposes only. You agree not to engage in any activity that could damage, disable, or impair our website or interfere with any other user’s access to our services. Unauthorised use of the site, including hacking or bypassing our security measures, is strictly prohibited.</p> <p><b>4. Collection of Personal Information</b></p> <p>We collect, use, and store personal information in accordance with our Privacy Policy. By using our services, you consent to the collection and use</p>

of your information as outlined in the Privacy Policy, in compliance with the **South African Protection of Personal Information Act (POPI Act) of 30 June 2021**.

#### **5. Intellectual Property**

All content on the website, including text, graphics, logos, and software, is the property of PETRA INSTITUTE unless otherwise stated. You may not reproduce, distribute, or create derivative works from any material found on our website without explicit written permission.

#### **6. Third-Party Services**

Our website may contain links to third-party websites and services. These third-party platforms are not governed by our Terms and Conditions or Privacy Policy, and we do not assume any responsibility for their actions or privacy practices. By using third-party services like Google Ads, Facebook, YouTube, or TikTok, you agree to their respective terms.

#### **7. Limitation of Liability**

PETRA INSTITUTE shall not be liable for any damages resulting from your use of or inability to use the website, services, or content. This includes, without limitation, direct, indirect, incidental, or consequential damages, even if we have been advised of the possibility of such damages.

#### **8. Governing Law**

These Terms and Conditions shall be governed by and construed in accordance with the laws of South Africa. Any disputes arising out of or related to these terms shall be subject to the exclusive jurisdiction of the courts of South Africa.

#### **9. User Obligations**

As a user, you agree to:

- Provide accurate and up-to-date personal information
- Not engage in any form of harassment, abuse, or harmful conduct against others
- Comply with all applicable laws and regulations in South Africa and your region of use

#### **10. Termination of Access**

We reserve the right to terminate or suspend your access to our website or services, without prior notice or liability, for any reason, including breach of these Terms and Conditions.



<b>11. Data Security</b>			
We take data security seriously and have implemented appropriate measures to protect your personal information. However, no online platform is 100% secure, and we cannot guarantee the absolute security of your data. You acknowledge and accept the potential security risks associated with transmitting information over the internet.			
<b>12. Rights as a Data Subject</b>			
Under the POPI Act, you have the right to access, modify, or delete your personal information. You may also withdraw consent for data processing and object to the handling of your personal data. To exercise these rights, please contact us as outlined in our Privacy Policy.			
<b>13. Complaints</b>			
If you have any complaints or concerns regarding the handling of your personal information or breach of these Terms, please contact our Data Controller:			
<ul style="list-style-type: none"> <li>• <b>Mobile Number:</b> +27 (0)82 446 2274</li> <li>• <b>Email:</b> data@petra.co.za</li> </ul>			
<b>14. Changes to Terms and Conditions</b>			
We reserve the right to update or modify these Terms and Conditions at any time. Changes will be effective upon posting to our website. It is your responsibility to review these terms regularly.			
<b>15. Contact Us</b>			
For any questions regarding these Terms and Conditions, please contact us:			
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