

Policy and Procedure

Privacy Policy

Better Best

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1. INTRODUCTION

Better Best Skills Development is committed to protecting the privacy of personal information and to ensure that when it is collected, it is used properly, lawfully as well as transparently.

2. PURPOSE

The purpose of this policy is to promote the Protection of Personal Information and to ensure that all the stakeholders whose personal information Better Best Skills Development processes is protected. The policy explains how Better Best Skills Development obtains, uses, and discloses personal information, in accordance with the requirements of the Protection of Personal Information (POPI) Act No 4 of 2013.

Better Best Skills Development is responsible for the processing and storage of personal information of several stakeholders including learners, interns, bursars, training providers, employees, and employers. All the stakeholder profiles contain personal information.

It is the policy of Better Best Skills Development to keep a profile on each stakeholder. This policy prescribes that stakeholder information should be kept in line with the Protection of Personal Information Act of 2013 (hereinafter referred to as the 'Act') and all other relevant South African legislation.

3. SCOPE

This policy applies to all stakeholders that Better Best Skills Development processes personal information for including individuals funded by Better Best Skills Development on various learning pathways and interventions, interns, employees and all third parties responsible for training and skills development or who act as lead employers or manage stipends thereby processing personal information of Better Best Skills Development staff and learners. It also applies to those external stakeholders that Better Best Skills Development works with, who have access to personal information of Better Best Skills Development stakeholders.

4. LAWFUL PROCESSING OF PERSONAL INFORMATION

Chapter 3 of POPI provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in the POPI Act.

There are eight Conditions for Lawful Processing contained in the POPI Act No. 4 of 2013 which Better Best Skills Development abides by in the processing of personal information: Better Best Skills Development shall process personal information lawfully to ensure that stakeholder's rights to privacy are not infringed. This includes:

4.1 Accountability - Better Best Skills Development (Responsible Party) has an obligation to ensure that there is compliance with the POPI Act in respect of the Processing of Personal Information. Better Best Skills Development will only process personal information where consent of the stakeholders has been sought. This means that the stakeholder needs to complete a CONSENT TO PROCESS PERSONAL INFORMATION Form (POPI Form) or click on the website and indicate that the stakeholder acknowledges and accepts that they will be bound by the terms of use of the POPI Act No. 4 of 2013. Furthermore, all contracts with external service providers should ensure compliance with this policy.

4.2 Processing limitation - Personal Information will be collected directly from Staff and candidates to the extent applicable and will only be processed with the consent of Staff and candidates and only used for the purposes for which it was obtained.

4.3 Purpose specification - Personal Information will only be processed for the specific purpose for which it was obtained and will not be retained for any longer than it is needed and or as required by law to achieve such purpose.

4.4 Further processing limitation - further processing of Personal Information will be compatible with the initial purpose for which the information was collected.

4.5 Information quality - Better Best Skills Development will endeavour to ensure that Personal Information held is accurate and updated regularly and that the integrity of the information is maintained by appropriate security measures.

4.6 Openness – transparency will be exercised between Staff, Candidates and Better Best Skills Development.

4.7 Data Subject participation - Staff and candidates will be made aware that their information is being processed and must have provided their informed consent to such processing.

4.8 Security safeguards – Better Best Skills Development will take reasonable steps to ensure that adequate safeguards are in place to ensure that Personal Information is being processed responsibly and is not unlawfully accessed.

4.8.1 The following measures will be taken to ensure that stakeholders' personal information is secure and safeguarded. Better Best Skills Development will:

- Take appropriate, reasonable technical and organisational measures to prevent unlawful access and processing of personal information;
- Endeavour to identify all reasonably foreseeable internal and external risks to personal information in their possession or under their control and take steps to ensure that personal information is stored and processed securely;
- Perform regular checks to ensure information is secure and securities against new risks that arise are provided for.

5. PERSONAL INFORMATION COLLECTED BY BETTER BEST SKILLS DEVELOPMENT

Better Best Skills Development collects personal information that includes:

- Full Names, identity numbers and gender
- Medical information in some instances
- Academic information
- Contact details

6. HOW BETTER BEST SKILLS DEVELOPMENT USES YOUR INFORMATION

The Better Best Skills Development uses stakeholders' personal information for a variety of administrative and statistical purposes in accordance with agreed protocols.

7. CONTACT

To contact us, please visit Better Best Skills Development website and click on the contact page or link below: www.betterbest.co.za