	FORM	QM No: 4.2/F-06
	PRIVACY POLICY	ISO 17025 Clause: 4.2
	Compiled By: Quality Manager	REV No: 01
	Approved By: Information Officer	Date approved: 02/10/2023
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1. INTRODUCTION

SI Analytics (SIA) is fully committed to take the necessary measures to ensure the protection of all personal information of all clients and service providers in adherence to the Protection of Personal Information act, Act (4) 2013. This policy serves to communicate which data is collected, why the data is collected, how it is stored and protected as well as other details with regards to the Protection of Personal Information Act.

2. DEFINITIONS AND ABBREVIATIONS

POPIA	Protection of Personal Information Act (Act 4 of 2013)
Personal information	Personal information is regarded as any information revealing personal attributes of a given person by which a person may be identified. This may include, but not limited to, age, gender, identification number, physical disabilities, contact information etc.
Responsible party	This refers to the entity collecting, processing and storing the personal information. In this case this will be SIA.

3. PRIVACY POLICY

3.1 Information collected and reason thereof


SIA undertakes to only collect enough information to enable SIA to perform duties and services as requested by clients and all such information will only be used for the intended purpose. Information collected may include, but not be limited to, contact information, tax compliance status etc.

All information collected is to render services as requested by the client and to fulfil all administrative processes as a result thereof. In the event that information collection and processing is prohibited, said services cannot be rendered.

Contact information can also be by used for marketing purposes. When information is provided on the website of SIA, the user will have the option to receive marketing information from SIA. This can be changed at any moment. By becoming a client of SIA, marketing information will be received as well as updates on products or services rendered. This can also be changed at any moment. In the event that no marketing is requested, the client may still receive communication from SIA with regards to service updates, administrative processes and security updates.

3.2 Information processing

Information processing involves using the collected information to render requested services, perform administrative processes which includes, but not limited to, invoicing. Furthermore,

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collected information are processed to be used for marketing as well as targeted marketing with measures as presented in 3.1 taken into account.

Information might be made public for the following reasons:

- Legislative obligations;
- audits;
- accreditation body assessments and
- administrative purposes.

Should the need arise to disclose any information for any other reason, this will be communicated to the parties involved.

3.3 Information storage and protection

All information collected are stored on password protected devices for safe keeping. In the event that information is kept on servers is will be local servers and all safety measures are put in place to safeguard against unauthorised access to such information. As far as possible, information is stored electronically. Should hard copies be made, it will be stored in lockable cabinets to which only authorised personnel will have access to.

Even though all measures are taken to safeguard information, SIA cannot be held accountable for any damages, loss or expenses incurred due to information provided freely on the website of SIA.

3.4 Enquiring about, correcting and removal of information

With acceptable identification, clients and service providers have the right to enquire whether or not SIA has personal information about them in possession. Clients and service providers also have the right to request that information be updated or removed. Such request may result in an administration fee as set out by the law but no action will be taken before such fees were accepted by the client. Clients and service providers also have the right to lodge a complaint to the Information Regulator.

4. RESPONSIBLE PARTY INFORMATION

Should there be any enquiries, personal information updates required or to set communication preferences, please do not hesitate to contact SIA. All such requests can be made to the Information Officer in writing.

Email

sanet@sianalytics.co.za

Telephone number:

011 444 7808/9

Physical address:

Unit 3 Olympia Gardens

12 Olympia street

Kelvin

Johannesburg, 2090