



# Thandeka

Empowered Journey, Enriched Community

**THE PROTECTION OF PERSONAL INFORMATION ACT  
THANDEKA VOCATIONAL EDUCATION TRUST (PTY) LTD  
PRIVACY POLICY AND NOTICE: CLIENTS AND SUPPLIERS**

**ISSUED BY:**

**Thandeka Vocational Education Trust (Pty) Ltd**

**Registration Number: 2008/012975/07**

**PO Box 412, Maitland, 7404 | 13 Sydow Street, Maitland, 7405**

**Tel: 021-5102766**

**Website: [www.thandeka.org.za](http://www.thandeka.org.za)**

**Information Officer: Natasha Antha**

**Contact E-mail: [Natasha@thandeka.org.za](mailto:Natasha@thandeka.org.za)**

## **1. About Thandeka Vocational Education Trust (Pty) Ltd**

Established in 2003, Thandeka Vocational Education Trust (Pty) Ltd is an accredited private education and vocational skills development provider, operating nationally, across a range of sectors inclusive of clothing, textiles, general manufacturing and wholesale and retail. We are committed to excellence and integrity through our core guiding principle of continuous improvement. To this end, we ensure that our course curriculum content is relevant and that our facilitation team are subject matter experts with extensive industry related experience.

## **2. Purpose of the Notice**

This notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA") from **clients, skills development partners, and suppliers.**

At Thandeka Vocational Education Trust (Pty) Ltd and through our website, social media and other communication channels, we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

## **3. Definition of personal information**

As defined in the Protection of Personal Information Act, 2013 "personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. It further includes the following items as personal information:

### **HEAD OFFICE**

13 Sydow Street, Maitland, 7405  
TEL +27 21510 2766  
REG NO 2008/012975/07

### **DIRECTORS**

Jennifer Choice  
Theresa Otto  
Natasha Antha

### **Level 2 B-BBEE Contributor**

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**[www.thandeka.org.za](http://www.thandeka.org.za)**



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- All addresses including residential, postal and email addresses.
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the state department.

#### 4. The information we collect from our Clients, Skills Development Partners, and Suppliers

We collect and process personal information for the purpose of contracting with clients, skills development partners, and suppliers to conduct our daily business activities.

#### 5. Categories of Information required from Clients, Skills Development Partners, and Suppliers includes (but is not limited to)

CATEGORY	REQUIREMENT	REASON
Full name of Organisation or its representative	Compulsory	Required to confirm the identity of the natural or juristic “person” that we are contracting with.
Organisation Registration Number or Identity / Passport Number of its representative	Compulsory	Required to confirm the legal status / identity of the natural or juristic “person” that we are contracting with.
Organisation’s Physical and Postal Address	Compulsory	Required to confirm the location where services will be delivered / correspondence or legal notice will be delivered
Organisation’s Contact Number	Compulsory	Required to establish contact between with the client, skills development partner or supplier
Name(s) of Designated Organisation Representative	Voluntary	If information is not supplied, Thandeka Vocational Education Trust (PTY) Ltd will be unable to contact the correct representative which will impact on the quality of service.
Cell Phone Number and E-mail Address (where applicable)	Voluntary	If information is not supplied, Thandeka Vocational Education Trust (PTY) Ltd will be unable to contact the correct representative which will impact on the quality of service.
Confirmation of banking details	Compulsory	If information is not supplied, Thandeka Vocational Education Trust (PTY) Ltd will be unable to pay suppliers the requisite amount due.
SA Revenue Service Tax Clearance Certificate	Compulsory	Thandeka Vocational Education Trust (PTY) requires this information in order to ensure that suppliers are compliant with the laws of the country
B-BBEE Status	Compulsory	Required in terms of Supply Chain Management Policies

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CATEGORY	REQUIREMENT	REASON
When assisting clients with TERS / grant applications, we require: <ul style="list-style-type: none"><li>• Proof of Bargaining Council Compliance</li><li>• B-BBEE Certificate</li><li>• Tax Clearance Certificate</li><li>• Minutes of Skills Development Committee meetings</li><li>• Annual Financial Statements</li><li>• Employee records</li></ul>	Voluntary	Thandeka Vocational Education Trust (PTY) Ltd requires access to this information in order to assist organisations to submit online applications for grants from the relevant Sector Education and Training Authority, Government Departments and other funding organisations.
When assisting clients with Discretionary Grant Management, we require: <ul style="list-style-type: none"><li>• Learner Agreements</li><li>• Learner IDs</li><li>• Learner School Certificates</li><li>• Proof of Stipends Paid</li><li>• Learner Attendance Records</li></ul>	Voluntary	Thandeka Vocational Education Trust (PTY) Ltd requires access to this information in order to assist organisations to manage learning programme interventions funded by the relevant Sector education and Training Authority and to submit the relevant tranche claims on behalf of the organisation.
Vaccination Status	Compulsory	Proof of vaccination (vaccination certificate) must be provided to gain access to the college

## 6. Sources of information

Personal information is sourced in the following manner:

- We collect personal information from
  - The organisation and its representatives who provides us with their personal details
    - Where possible, we will inform you what information you are required to provide to us and what information is optional.
  - The Organisation's website
  - Internet Search Engines
  - Social Media

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## 7. How we use your information

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes. All information will be retained for a minimum period of 5 years as required for statutory reporting purposes.

### For example:

- To gather contact information;
- To confirm and verify the identity of the organisation or to verify that you are an authorised user for security purposes;
- To register the organisation on our supplier database;
- To contract with clients and skills development partners;
- To assist clients and skills development partners with submission of grant applications;
- To assist clients and skills development partners with the management and implementation of learning programme interventions;
- To report to the South African Revenue Service on income and expenditure;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings.

## 8. Disclosure of information

We may disclose personal information of clients, skills development partners and suppliers to:

- Our employees or contracted individuals who are involved in the delivery of skills development or administrative services to the organisation;
- The relevant Sector Education and Training Authority or funding organisation for the purpose of submitting funding applications or the submission of tranche claims on behalf of the organisation;
- The South African Revenue Services;

We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

### a. We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

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## 9. Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

### Our security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security in contracting out activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

## 10. Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, contact our Information Officer via the contact details provided on page 1 of this document and on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

You can also request the information via the [Information Regulator](#):

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg.

Postal Address: P.O Box 31533, Braamfontein, Johannesburg, 2017

E-mail: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

Please note that any such access request may be subject to a payment of a legally allowable fee.

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## 11. Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

## 12. How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on page 1 of this document or on our website.

**Please sign and return the Privacy Statement on the next page.**



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## CLIENT, SKILLS DEVELOPMENT PARTNER, AND SUPPLIER DECLARATION

I \_\_\_\_\_, (Organisation Representative), duly authorised to represent \_\_\_\_\_ (Organisation) hereby give permission to Thandeka Vocational Education Trust (Pty) Ltd to process relevant personal information for the purpose stated.

I understand that withholding of or failure to disclose personal information will result in Thandeka Vocational Education Trust (Pty) Ltd being unable to perform its functions and/or any services or meet its obligations as set out in any contractual agreements that

Where I shared personal information of the organisation or individuals other than those listed above with Thandeka Vocational Education Trust (Pty) Ltd I hereby provide consent on their behalf to the collection, use and disclosure of their personal information in accordance with this consent provided and I warrant that I am authorized to give this consent on their behalf.

To this end, I indemnify and hold Thandeka Vocational Education Trust (Pty) Ltd harmless in respect of any claims by any other person on whose behalf I have consented, against Thandeka Vocational Education Trust (Pty) Ltd should they claim that I was not so authorised.

I understand that in terms of the Protection of Personal Information Act, 2013 and other laws of the country, there are instances where my express consent is not necessary in order to permit the processing of personal information, which may be related to Police matters.

I will not hold Thandeka Vocational Education Trust (Pty) Ltd responsible for any improper or unauthorized use of personal information that is beyond its reasonable control.

The consent to obtain the information specified will remain effective until the purpose for which such consent was provided, falls away.

Representative of Organisation Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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