

## Our Privacy Policy

### 1. Introduction

- 1.1. The State Information Technology Agency SOC Limited (“SITA”, “we”, “us” or “our”) collects and *processes* the *Personal Information* of anyone (“you” or “your”) who visits our website or submits information through it.
- 1.2. By reading [our website terms and conditions](#) (“our terms”), you will understand what services we provide, how we provide our services and what we do with your *Personal Information*. It is important that you read, understand and accept our terms and this privacy policy if you would like to use our website.
- 1.3. *Personal Information* is any information that identifies you or makes you capable of being identified, and includes a wide range of information such as your name, identification number, gender, email address, religion, biometric information, location data, internet protocol (IP) address and cookies. Personal information includes very sensitive information, which you probably want to keep private.
- 1.4. South Africa’s Constitution provides that everyone has the right to privacy. This includes a right to protection against the unlawful collection, retention, dissemination and use of *Personal Information*.
- 1.5. We only collect and process your *Personal Information* if you have given us your *consent*. Because of the sensitivity of some *Personal Information*, we ensure that the way we process your *Personal Information* complies fully with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).
- 1.6. This privacy policy applies to any of your *Personal Information* that we collect and process through our website ([www.sita.co.za](http://www.sita.co.za)) or which you authorise us to collect from third parties.
- 1.7. By using our website, and agreeing to our terms, you consent to us collecting and processing your *Personal Information* in the ways described in this privacy policy and in our terms. This privacy policy forms part of our terms. If you do not agree to any part of this privacy policy, then you must stop accessing our website.
- 1.8. You will see that some of the words listed in this privacy policy are in italics. Those words are defined in POPIA and those definitions apply to this privacy policy. For example, under POPIA, you are defined as a *data subject*.
- 1.9. Our privacy policy terms may change from time to time. When we change them, the changes will be made on our website. Please ensure that you visit our website

and regularly read this privacy policy. Although we do not promise to do so, if we are able to do so, we may give you notice of any changes we think are important.

## **2. Your rights under this privacy policy**

You have the right to have your *Personal Information* processed lawfully. Your rights include the right:

- 2.1. to be notified that your information is being collected or that your information has been accessed or acquired by an authorised person e.g. where a hacker may have compromised our computer system;
- 2.2. to find out whether we hold your *Personal Information* and to request access to your *Personal Information*;
- 2.3. to request us, where necessary, to correct, destroy or delete your *Personal Information*;
- 2.4. to object, on reasonable grounds, to the processing of your *Personal Information*;
- 2.5. to object to the processing of your *Personal Information* for purposes of *direct marketing*, including by way of unsolicited communications;
- 2.6. not to be subject, in certain circumstances, to a decision which is based solely on the automated processing of your *Personal Information*;
- 2.7. to submit a complaint to the *Regulator* if you believe that there has been interference with the protection of your *Personal Information* or if you believe that an independent adjudicator who may be resolving your complaint against us, has not decided the matter correctly; and
- 2.8. to institute civil proceedings against us if you believe that we have interfered with the protection of your *Personal Information*.

For more information on how to exercise your rights around your Personal Information, please refer to our [Promotion of Access to Information Act \("PAIA"\) manual](#).

## **3. How we collect your Personal Information**

- 3.1. When you browse our website, we may collect your *Personal Information*. If we do, we may collect information such as your identity number, e-mail address, names, home or work physical addresses and telephone numbers. You will typically use a computer or other mobile device to browse our website. When you do so we may also collect your IP address or other device identifier, browser type and version, time zone setting, browser plug-in types and versions, operating

system and platform, and other device information.

- 3.2. We will not intentionally collect and process the *Personal Information* of a *child* unless we have the permission of a *competent person*.

#### **4. How we use your Personal Information**

- 4.1. We may use your *Personal Information* for internal business purposes, such as enhancing our website, improving our services and identifying usage trends. We may also use your *Personal Information* to monitor the use of our website and ensure that our website is presented in the most effective and relevant manner for you. We will also communicate with you in ways that you have requested us to. For example, you may have requested us to add you to our marketing database. We will ensure that your *Personal Information* is processed in a lawful manner and that we do not infringe on your privacy rights.

#### **5. Where we store your Personal Information**

- 5.1. Protecting your *Personal Information* is very important to us. We store your information on our service providers' servers. If we use our service providers' servers, we take reasonable steps to confirm that they apply privacy levels that comply with POPIA.
- 5.2. In the event that we ever outsource the processing of your *Personal Information* to a third party *operator*, we will ensure that the *operator* processes and protects your *Personal Information* using reasonable technical and organisational measures that are equal to or better than ours.
- 5.3. In the unlikely event that we transfer or store your *Personal Information* outside South Africa, we will take all steps reasonably necessary to ensure that the third party who receives your *Personal Information* is subject to a law, *binding corporate rules* or binding agreement which provides an adequate level of protection.

#### **6. How we use cookies or other personal identification software**

- 6.1. Cookies are small software programmes that install themselves on your computer or your mobile device. They store data specific to a particular user and remember your preferences about our website. Cookies are stored on your computer or mobile device for various lengths of time. Every time you return to our website and browse it, cookies record this data, which is then transmitted to us or to third-parties with whom we work.
- 6.2. Our cookies are scripted using PHP and we have enabled no other cookies in our

implementation. They are intended to make your experience of visiting and navigating through our website easier and more pleasant. Cookies may collect *Personal Information* such as the identity of your computer or mobile device and your location.

- 6.3. We use two main types of cookies – session and persistent cookies. Session cookies are cookies that are erased from your device when you close your device’s web browser. They are stored in the temporary memory of a device and are not retained after the browser is closed. Session cookies do not collect information from your device.
- 6.4. Persistent or permanent cookies are stored on your device until they expire or until you delete the cookie. Persistent cookies are used to collect identifying information about you, such as your web surfing behaviour or user preferences for a specific website.
- 6.5. If you do not want any cookies to be installed on your computer or mobile device, there is a relatively simple procedure in the settings of most browsers that allows you to deny or accept cookie features. It is important for you to know that cookies may be necessary to provide you with certain features available on the website. It is possible that, without certain cookies, some features and functionalities on our website may not work smoothly. You will therefore be asked to consent to cookies being installed on your computer or mobile device.
- 6.6. We do not use pixels and tags on our website.

## **7. Information Security**

- 7.1. We promise that we will secure the integrity and confidentiality of your *Personal Information* in our possession or under our control. We will do this by taking appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of your *Personal Information*; and unlawful access to or processing of your *Personal Information*.

## **8. The law governing this privacy policy**

This privacy policy is governed by the laws of the Republic of South Africa.

## **9. How to contact us**

- 9.1. If you have questions and/or comments about our privacy policy or need to protect any of your rights set out in this policy, please contact our information officer on

email address [Information.Officer@sita.co.za](mailto:Information.Officer@sita.co.za) or telephone number 012-4823321.

9.2. Our physical address is 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa, 0048.