

A CLASS TUTORS



Privacy Policy Protecting Your Information

Welcome to. A Class Tutors

OFFICE HOURS

Monday to Thursday 08:00am – 18:00pm,
Friday 08:00am – 16:00pm,
Closed on Weekends

Should you have any queries please email the administration and information marketing@aclasstutors.co.za

GLOSSARY OF TERMS:

"You": a user of our services

"Services": A Class Tutoring Services

"The Company / We / Us": A Class Tutors

A Class Tutors takes data protection, and our responsibilities to treat personal data correctly and lawfully, as a data controller seriously. We are committed to complying with legal obligations and practicing industry standards when collecting, processing, and storing personal data. Our privacy policy provides detailed information about how we treat the information that you provide to us.

HOW WE COLLECT AND PROCESS DATA

A Class Tutors collects information in several ways, we collect “Personal and Non-Personal Information.”

- Personal information includes email, which you submit to us through the registration process on our site.
- Non-Personal information includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information, etc.

We collect data in person and over the phone: from students and their family, staff, volunteers, visitors, job applicants and others.

Sources of data include electronic and paper documentation: such as job applications, emails, invoices, enrolment forms, letters, consent forms, our website, or social media; through online tools: such as apps and other software used by our staff; through third parties, such as referees, previous schools, professionals, or authorities working with the individual and publicly available resources.

As a company, we are lawfully required to share personal information with relevant authorities: such as the Department of Education or government services such as Visa and Immigration, Revenue and Customs.

Our members of staff collect process and store personal information only for the purpose for which it is intended. Personal data protection resides within the Republic of South Africa, however some of the company processing activity is conducted on its behalf by third parties, such as IT systems, web developers or cloud storage providers or company needs.

In accordance with Data Protection Law, this is always subject to contractual assurances that personal data will be kept securely and only in accordance with the company's specific directions. We do not transfer personal data outside of the Republic of South Africa, the European Union, the European Economic Area and/or their member states, Switzerland, the United Kingdom, and the countries where an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data exist.

A Class Tutors has a Data Protection Standard in place to oversee the effective and secure processing of your personal data. We have policies around the use of technology and devices, and access to systems. We implement best efforts to ensure that all personal data held in relation to an individual is as up to date and accurate as possible.

TYPES OF DATA WE PROCESS

We collect, process and store data about potential, current, past students, and their parents / guardians; staff; suppliers and contractors; donors, friends, and supporters; and other individuals connected. This data will be personally identifiable information. The personal data processed includes recorded information that is true and correct and/or video and photographic images about an individual.

Information such as names, addresses, telephone numbers, e-mail addresses and other contact details; family details; admissions, academic, disciplinary, and other education related records, information about special educational needs, references, examination results; education and employment data; images, audio, and video recordings; financial information and schools previously attended.

Other types of data we collect, process and store are protected health information, criminal record information and other sensitive information related to an individual. Information regarding an individual's health status or provision of health care linked to a specific individual; information about criminal records linked to a specific individual; biometric information; race and/or ethnicity and religion.

PRIVACY NOTICE UPDATES

A Class Tutors will update this Privacy Notice from time to time. Notifications of any substantial changes that affect how we process your personal data will be publicized/published on our official website. If required, we will also notify you directly. This Privacy Notice should be read in conjunction with our [terms and conditions](#).

PURPOSES FOR WHICH WE PROCESS PERSONAL DATA

A Class Tutors processes personal data to support the company lawfully and legitimately. Our company collects information about students and their families when necessary to: educate students; administer pupils' entries to examinations; provide academic reporting upon each student and publishing of results; provide references for current and past pupils; support students' social and emotional wellbeing, and health; support operational management including administration of pupil records; the administration of invoices and accounts; fulfil legal requirements; make reasonable adjustments and support for students with special needs and barriers to learning; communicate with parents about students' schooling matters and celebrate the efforts and achievements of students; promote the company on our website or social media.

We collect information about staff, prospective staff, and contractors, when necessary, for the administration of staff records; the recruitment of staff; the engagement of contractors; administration of payroll, staff appraisal; disciplinary procedures; administration of human resources records; providing references.

We retain personal data only for a legitimate and lawful reason and only for so long as necessary or required by law.

YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

You have the right at any time to prevent us from contacting you for marketing purposes. When we send a promotional communication to a user, the user can opt out of further promotional communications by following the 'unsubscribe' instructions provided in each promotional e-mail. You can also indicate that you do not wish to receive marketing communications from us in the "Settings" section our site.

Please note that notwithstanding the promotional preferences you indicate by either unsubscribing or opting out in the "Settings" section of our Site, we may continue to send you administrative emails including, for example, periodic updates to our Privacy Policy.

COMPLAINTS

We recommend that you contact our offices by email on marketing@aclasstutors.co.za to take necessary steps to resolve any matter which has been deemed unfair or unjust.

Alternatively, if you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can lay a formal complaint with the Information Regulator.

CONSENT

Under Data Protection Law we are required to obtain direct consent to process an individual's personal data. This is with limitations and exceptions as we may have lawful and legitimate reasons to process such data to support the company operation or fulfil contractual or legal obligations, regardless of consent. When our company collects information about you, we take reasonable steps to advise you of certain matters.

This includes the purpose of the collection, and how to access, update and correct information held about you. For information about students and their families, a consent form is provided to parents (or adult students) upon registration. In some cases, we may send out separate consent requests using paper-based consent forms; electronic consent forms or digital applications to obtain consent.

SECURITY MEASURES

Reasonable security measures have been implemented to control the accessing, processing, protection, capturing, storage and management of your personal information and data on our electronic systems.

These measures include, but are not limited to:

- ✓ Data Protection Standard
- ✓ Password protection protocols
- ✓ Access control
- ✓ Authorized users' procedures
- ✓ Firewalls and Internet Security (Antivirus software)

Security measures undergo regular reviews and improvements to safeguard client / user information and data on our systems. Due to the advancing technological threats, a security breach may still occur. If such breach occurs, we will inform our clients immediately upon recognition of such breach and take extensive precautionary measures to rectify the situation as soon as possible. Such breach will be reported to the responsible authorities and client information / data will be managed with utmost discretion during the recovery process.

Please note, that it is the users / client's responsibility to ensure that the online / internet services they utilize and provide personal information is conducted through an authorized / verified service provider.

IMPORTANT NOTICE - PROTECTION OF PERSONAL INFORMATION ("POPIA") ACT

A Class Tutors recognizes the importance of protecting your privacy in respect of your personal data, as defined by the Protection of Personal Information Act, 4 of 2013 ("POPIA"), processed by us when you use our website and our services. This notice applies to you if you visit our website or if you are a customer who has requested the services that we provide.

The Protection of Personal Information Act, 4 of 2013 ("POPIA") facilitates the protection, management, capturing, storage, and processing of personal information, ensuring the client / employee privacy and information is protected, managed, and accessed in accordance with the regulations set within the POPIA Act.

A Class Tutors is committed to protecting your personal data entrusted to us and we assure that your personal information on our database will be used for the sole purpose of staying connected with you, for example: occasional email communications regarding updates, incentives and offers, as well as providing you with our services and support as a valued customer. Please note these communications occur strictly on a voluntary basis and you have the right to 'opt out' of the service at your convenience.

You have the following rights in relation to your personal information:

- ✓ To decide that you no longer wish to be contacted by A Class Tutors.
- ✓ To request that your personal information be removed from our database at any time.
- ✓ To request that your personal information be changed/edited/rectified on our database at any time.
- ✓ To revoke any previous consent of usage of personal information.
- ✓ To request access to any of your personal information which we may have on record.

Note: There are NO fees involved when a client requests their personal information held on our records. This includes the processing and transfer of the client / user data / information to the client / user.

If you want to exercise any of the above rights, you can contact us at marketing@aclasstutors.co.za

COOKIES

Considering our client's / user's convenience and comfort, we do not make use of 'Cookie' functions at this present time.

REGULATIONS PROTECTING PRIVACY AND DATA APPLICABLE TO SOUTH AFRICAN STANDARDS

The following legislations are to be read in conjunction with Protection of Personal Information Act, 2013 The POPIA Act to ensure accurate and responsible protection of information and data obtained from you.

- ✓ Children's Act 38, 2005
- ✓ Protection of Personal Information Act, 2013 - Draft regulations for comment POPIA Regulations
- ✓ The Promotion of Access to Information Act, 2000 PAIA
- ✓ The Promotion of Access to Information Amendment Act, 2002 The PAIA Amendment Act
- ✓ The Electronic Communications and Transactions Act, 2002 ECT Act
- ✓ The National Credit Act, 2005 NCA
- ✓ The Consumer Protection Act, 2008 CPA

FURTHER INFORMATION

Protection of Personal Information Act, 4 of 2013 ("POPIA") can be viewed at:

<https://www.justice.gov.za/legislation/acts/2013-004.pdf>

Submit a complaint to the Information Regulator at complaints.IR@justice.gov.za.

General enquiries regarding "POPIA" email: infoleg@justice.gov.za.

Complaint's email: POPIAAComplaints.IR@justice.gov.za and PAIAComplaints.IR.@justice.gov.za

A Class Tutors - Marketing Department: marketing@aclasstutors.co.za

A Class Tutors Tel: Human Resources Department Contact No. (066) 238 2717 or Operations / Marketing Department (081) 329 8448 Ext.3

LEGAL DISCLOSURE

Business description:

An online and contact based tutoring institution.

Concession readers/scribes/facilitators and invigilators offered on a private basis to individuals and institutions.

Legal Status:

A Class Tutors is a private company operating in accordance with the required regulations of South Africa.

Website details:

<https://www.aclasstutors.co.za/> is owned by 'A Class Tutors'

The A Class family would like to thank you for your continued support, and we hope to continue this relationship for many more years to come.