



PROTECTION OF PERSONAL INFORMATION PRIVACY POLICY

**IN TERMS OF SECTION 51 OF PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
("PAIA")**

read with

**PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013
("POPIA")**

for

**INSTITUTE OF ENERGY PROFESSIONALS AFRICA NPC
REGISTRATION NUMBER 2019/603198/08
("IEPA")**

**This Privacy Policy is effective as of 01 July 2021 and is accessible on request from the
Domicile Citandi or on the website under resources www.iepa.org.za.**



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About the Institute of Energy Professionals Africa NPC (IEPA)

IEPA is a non-profit company providing capacity building services towards the professionalisation of energy and resource efficiency professionals on the African continent. Our company profile is available on www.iepa.org.za under resources.

1. Definitions

- 1.1. "Employee" refers to any person who works for or provides services to and on behalf of IEPA, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of IEPA, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers and volunteers;
- 1.2. "Users of IEPA services", "delegates" refers to any natural or juristic person that received or receives services from IEPA, or that are considering using the services offered;
- 1.3. "Users of IEPA services", "organisations" refers to any employer or company or organisation who employs and funds the person to use the services offered by IEPA and/or any sponsoring organisation or sponsor of persons who use the services of IEPA;
- 1.4. "IEPA services" includes but is not limited to training, certification application, renewals, project management, recruitment, mentorship, curriculum development and any other services that may be added from time to time,
- 1.5. "IEPA service platforms" includes all platforms used whether paper-based or electronically, whether online or in-person, to deliver the IEPA services;
- 1.6. "Third Party Platforms and Websites" refers to other websites and platforms hosted on websites, besides the IEPA website and platform, which may include, but not limited to, social media platforms, payment gateways, appointment scheduling and/or live chat platforms, video conferencing platforms, form completion, surveys;
- 1.7. "IEPA partners" refers to any organisation that IEPA represents, or that represents IEPA through a contractual agreement whereby they are bound to the Privacy Policy of IEPA throughout their operations;
- 1.8. "Personal Information" will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 ("the Act");
- 1.9. "The Act" refers to Protection of Personal Information Act 4 of 2013, Government of South Africa.

2. Conditions of use of IEPA services and platforms in respect of the Privacy Policy requirements

Read this Privacy Policy carefully before:

- 2.1. Browsing the IEPA website;
- 2.2. Accepting invitations to any communication groups or platforms whether on your phone, table or computer;
- 2.3. Joining social media platforms;
- 2.4. Completing links for registration, applications, service feedback and payments or to request quotations or request proposals;
- 2.5. Joining any of our online hosting platforms for marketing, webinars, training, examination;

- 2.6. Before accepting an invitation to any in-class training, examinations, assessments or evaluations;
- 2.7. Using any of IEPA or its partner services;
- 2.8. Your continued use of any of these platforms indicates that you have both read and agree to the terms of this Privacy Policy;
- 2.9. None of the IEPA services may be used if you do not accept this policy;
- 2.10. All sections of this policy are applicable to users of IEPA and its partner's services, unless the section expressly states otherwise.

3. Privacy Policy

- 3.1. IEPA subscribes to the principles for electronically collecting Personal Information outlined in the Act, and the further legislation referred to therein. We endeavour to ensure the quality, accuracy and confidentiality of Personal Information in our possession.
- 3.2. In adopting this Privacy Policy, we wish to balance our legitimate business interests and your reasonable expectation of privacy. Accordingly, we will take all reasonable steps to prevent unauthorised access to, or disclosure of your Personal Information. However, it is impossible to guarantee that your Personal Information shall be 100% secure.
- 3.3. Users will be prompted to register for services with IEPA through various portals of communication and platforms. In so doing, users may be asked to provide the following information (Personal Information):
 - 3.3.1. First name.
 - 3.3.2. Surname.
 - 3.3.3. Email, both personal and company.
 - 3.3.4. Government issued Identity Number.
 - 3.3.5. Government issued photo ID document copy.
 - 3.3.6. Physical address.
 - 3.3.7. Postal address.
 - 3.3.8. Work address.
 - 3.3.9. Courier address.
 - 3.3.10. Phone number(s).
 - 3.3.11. Company or organisational business name.
 - 3.3.12. Qualifications.
 - 3.3.13. Copy of qualifications documentation.
 - 3.3.14. Employment history and work experience description.
 - 3.3.15. Information about work completed and achievements in this work or projects.
 - 3.3.16. Employment confirmation to be shared with us by employers.
 - 3.3.17. Client verification to be shared with us by clients to confirm verified work done.
 - 3.3.18. Reference contact numbers for employers and clients to verify authenticity of work experience provided.
 - 3.3.19. Billing address for invoicing.
 - 3.3.20. Company/organisation registration information.
 - 3.3.21. Company/organisation Value Added Tax information.
- 3.4 IEPA will attempt to limit the types of Personal Information we process to only that to which is required to achieve the aims and objectives of IEPA and partner services to you as the delegate or the organisation making use of our services to the extent necessary, your agreement to this Privacy Policy constitutes your consent as contemplated in section 69 of the Act.
- 3.5 All payment information will be captured through the various platforms IEPA may determine to use from time to time. Further, IEPA shall not retain payment information on behalf of its users other

than for the purposes of issuing invoices, quotations, credit notes, refunds, statements and payment reminders.

- 3.6 IEPA will not collect, use or disclose sensitive information, such as information about racial or ethnic origins, religious or political beliefs, except with your specific consent which you may withhold when requested to indicate your racial or ethnic origins, and religious or political beliefs, unless in the circumstances permitted by law.
- 3.7 By agreeing to the terms contained in this Privacy Policy, you consent to the use of your Personal Information in relation to:
 - 3.7.1 The provision and performance of the services you have registered and applied for.
 - 3.7.2 Informing you of information required from you for IEPA to effectively deliver services to you.
 - 3.7.3 Informing you of changes made to our services.
 - 3.7.4 For security, administrative and legal purposes.
 - 3.7.5 Responding to any queries or requests you may have.
 - 3.7.6 Developing a sustainable relationship with our users in relation to your professional competence and knowledge and that of prospective users in your organisation.
 - 3.7.7 Developing an online user profile.
 - 3.7.8 The provision of marketing related services to you with the aim of you maintaining your professional competence and knowledge.
 - 3.7.9 Understanding general user trends and patterns so that we can develop and support existing and ongoing marketing strategies.
 - 3.7.10 The creation and development of market data profiles which may provide insight into market norms, practices and trends to help us improve our offering to you. Such information will be compiled and retained in aggregated form but shall not be used in any way which may comprise the identity of a user.
- 3.8 Although absolute security cannot be guaranteed on the internet, IEPA has in place up-to-date, reasonable technical and organisational security measures to protect your Personal Information against accidental or intentional manipulation, loss, misuse, destruction or against unauthorised disclosure or access to the information we process online.
- 3.9 While we cannot ensure or warrant the security of any Personal Information you provide to us, we will continue to maintain and improve these security measures over time in line with legal and technological developments.
- 3.10 We store your Personal Information directly, or alternatively, store your Personal Information on, and transfer your Personal Information to, a central database. If the location of the central database is located in a country that does not have substantially similar laws which provide for the protection of Personal Information, we will take the necessary steps to ensure that your Personal Information is adequately protected in that jurisdiction through our contractual agreements with partners in these countries.
- 3.11 Your information will not be stored for longer than is necessary for the purposes described in these Terms or as required by applicable legislation.
- 3.12 The Personal Information IEPA collects from users shall only be accessed by IEPA employees, representatives and consultants on a need-to-know basis, and subject to reasonable confidentiality obligations binding such persons.
- 3.13 IEPA constantly reviews its systems and data to ensure the best possible service to our users. We do not accept any users, or representatives of users, under 18 years of age or who otherwise do not have the relevant capacity to be bound by this Privacy Policy.
- 3.14 IEPA will not sell, share, or rent your Personal Information to any third party or use your e-mail address for unsolicited mail. Any emails sent by IEPA will only be in connection with the provision of our services and/or the marketing thereof, as well as updating our users on the latest aspects of our services that may affect them.

4. Log Files

- 4.1. When you visit IEPA, even if you do not create an account, we may collect information, such as your IP address, the name of your ISP (Internet Service Provider), your browser, the website from which you visit us, the pages on our website that you visit and in what sequence, the date and length of your visit, and other information concerning your computer's operating system, language settings, and broad demographic information as per your privacy setting set by yourself on your own computer.
- 4.2. This information is aggregated as anonymous data and does not identify you specifically. However, you acknowledge that this data may be able to be used to identify you if it is aggregated with other Personal Information that you supply to us. This information is not shared with third parties and is used only within IEPA on a need-to-know basis. Any individually identifiable information related to this data will never be used in any way different to that stated above, without your explicit permission.

5. Cookies

In general websites use cookies. A cookie is a small piece of information stored on your computer or smart phone by the web browser. The two types of cookies used on the Website are described below and does not collect your personal information:

- 5.1 "Session cookies": These are used to maintain a so-called 'session state' and only lasts for the duration of your use of the Website. A session cookie expires when you close your browser, or if you have not visited the server for a certain period of time. Session cookies are required for the Platform to function optimally, but are not used in any way to identify you personally.
- 5.2 "Permanent cookies": These cookies permanently store a unique code on your computer or smart device hard drive in order to identify you as an individual user. No Personal Information is stored in permanent cookies. You can view permanent cookies by looking in the cookies directory of your browser installation. These permanent cookies are not required for the IEPA website to work, but may enhance your browsing experience.

6. Links

- 6.1. IEPA uses links distributed to users through various communication channels and platforms to gather information required to optimally provide its services to users.
- 6.2. Links may redirect users to Third Party Platforms or Websites where you may be subject to such Third Party Website's terms and conditions and/or other policies, which are not under the control, nor responsibility, of IEPA.
- 6.3. Hyperlinks to Third Party Platforms and Websites are provided "as is", and IEPA does not necessarily agree with, edit or sponsor the content on Third Party Platforms or Websites. However, IEPA does endeavour to use credible service providers when Personal Information collection takes place through Third Party Platforms and Websites.
- 6.4. IEPA does not monitor or review the content of any Third Party Platform or Website. Opinions expressed or material appearing on such websites are not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content of other websites either.
- 6.5. Users should evaluate the security and trustworthiness of any Third Party Platform or Website before disclosing any personal information to them. IEPA does not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of personal information.

7. Application of the Electronic Communications and Transactions Act 25 Of 2002 ("ECT Act")

- 7.1. Data Messages (as defined in the ECT Act) will be deemed to have been received by IEPA if and when IEPA responds to the Data Messages.
- 7.2. Data Messages sent by IEPA to a user will be deemed to have been received by such user in terms of the provisions specified in section 23(b) of the ECT Act.
- 7.3. Users acknowledge that electronic signatures, encryption and/or authentication are not required for valid electronic communications between users and IEPA.
- 7.4. Information to be provided in terms of section 43(1) of the ECT Act:
- 7.5. Users warrant that Data Messages sent to IEPA from any electronic device, used by such user, from time to time or owned by such user, were sent and or authorised by such user, personally.

8. Domicile Citandi

Address for service of legal documents:

1 Yellowwood Str
Cloverdene,
Benoni, 1514
Gauteng, South Africa

IEPA website: <https://www.iepa.org.za>

Information Officer:

Yolanda de Lange
Cell+27 84 622 4770
Email: yolanda@iepa.org.za

Deputy Information Officer:

Susan Rist
Email: info@iepa.org.za

9. Signed into effect

This Privacy Policy was prepared by the Information Officer and the Deputy Information Officer as appointed by the IEPA Board of Directors signed into effect through IEPA Board Resolution dated 4 June 2021 at a board meeting held 4 June 2021.

Dated and signed at Benoni on this 1st day of July 2021.



Signed by Information Officer
Yolanda de Lange



Signed by Deputy Information Officer
Susan Rist






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Final Audit Report

2021-07-02

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