



## PRIVACY POLICY

Professional Service Hub (Pty) Limited, hereinafter referred to as **YourHub**.

### INTRODUCTION

- This Privacy Policy aims to inform you about how YourHub will treat any personal information that it may have about you and how you can access your personal information.
- YourHub respects your personal information and your right to privacy. We will take all reasonable measures, in accordance with this Policy, to protect your personal information and to keep it confidential.

### DEFINITIONS AND INTERPRETATION

- “Personal Information” means information relating to an identifiable, living, natural person and where it is applicable, identifiable, existing juristic person, including all information as defined in section 1 of the Protection of Personal Information Act 4 of 2013 (“POPIA”).
- “Processing” means the creation, generation, communication, storage, destruction of personal information as more fully defined in POPIA.
- Please refer to POPIA for further definitions and information on the types or categories of personal information

### DATA SUBJECTS AND PERSONAL INFORMATION

- YourHub collects general personal information which is necessary for it to carry out its services and other activities offered to you. The following table outlines the categories of data subjects and personal information:

Data Subject	Personal Information
YourHub Customers	Name, contact details, email, physical and postal addresses, company details, company VAT numbers. Other information may be provided voluntarily at the discretion of the member.
Employees and Directors	All applicable employee and director information required to be kept in terms of the requirements under the Companies Act and Labour legislation and business operations. External parties shall not have access to such Employee/Director information unless YourHub is directed to share this information with applicable court orders or legal reasons.
Suppliers	Company name, address and contact details, banking details, VAT number and BEE certificate/level information.
Stakeholders and Event attendees	Name, contact details, email addresses, company details. Other information may be provided voluntarily at the discretion of the event/training attendee.
Website visitors	General website page analytics and usage information through the use of cookies; as well as in some instances website username and contact details for access to specific services not freely available to the general public.



## PURPOSE FOR COLLECTING PERSONAL INFORMATION

- YourHub collects personal information for the following purposes and will ask for your permission before it uses your personal information for any purpose not disclosed below or unrelated to YourHub services and the ordinary course of business:
  - To provide you with services offered and requested.
  - To understand your specific needs and requirements, and in order to improve the YourHub support and services.
  - To provide you with YourHub communications in relation to the services being rendered and keeping you informed of service, event or related updates.
  - To provide you with YourHub related marketing material due to your past interaction and use of the YourHub services.
  - To ensure payment to suppliers for services procured.
  - For health and safety purposes.
  - For statistical, historical and/or reporting purposes.
- The personal information collected is used only by YourHub and its officers/employees in the rendering of its organisational purpose and services. Only in instances where the sharing of personal information to recipients outside of the YourHub is necessary in order to fulfil a YourHub obligation or service, will such information be provided.

## UPDATING AND CORRECTION OF PERSONAL INFORMATION

- It is your responsibility to ensure that the personal information provided to YourHub is true, correct, and accurate at all times. You may update or correct your personal information at any time via email communications to YourHub ([communications@yourhub.co.za](mailto:communications@yourhub.co.za)) or through completing and sending Form 1 included herewith as Annexure A.
- YourHub does not vet or check the information provided to it and thus will not be held responsible for any incorrect or outdated information it may have on record.
- You may request the deletion of your personal information by submitting Form 2 included herewith as Annexure B. Deleting your personal information may impact the services being used, offered or access there to. YourHub will not delete personal information if record retention is required by law or other regulatory obligations.

## PERSONAL INFORMATION SHARED TO THIRD PARTIES

- YourHub will not sell, rent, or share your personal information to unauthorised third parties for their independent use without your consent. YourHub may release your personal information to a party if it believes that we are required by law or by a court or statutory body to do so.
- YourHub will also disclose your personal information we believe that it is necessary to prevent or lessen any unlawful or harmful actions and to protect and defend legitimate business interests, rights, or property of YourHub.
- As part of the services provided to Customers, YourHub may be required to provide third party service providers with minimal personal information (such as for example: name, contact details) in order to provide such services.
- Personal information provided to third party service providers for such purposes, will be limited to only that information which is absolutely necessary in order for the Customer to enjoy services which he/she is entitled to.



- No further information will be provided, and third-party service providers are prohibited from using Customer details for any other purpose other than providing the approved services or for statistical and historical purposes.

#### **PERSONAL INFORMATION HELD BY OR DISCLOSED BY YOU TO THIRD PARTIES**

- If you choose to disclose any personal information to a third party, such as a YourHub service provider or business partner or anyone other than YourHub, you must be aware that YourHub does not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.

#### **STORAGE OF PERSONAL INFORMATION AND RETENTION THEREOF**

- Personal information is stored on YourHub's servers located onsite and, in the cloud, (which in this case may be hosted outside of South Africa which is accessed by YourHub officers/employees only. Personal information will only be retained for so long as necessary to carry out the function, services required and/or for historical and statistical reporting by YourHub.
- Personal Information no longer required for the purposes of rendering services to you will be destroyed. YourHub undertakes to ensure that personal information shall not be stored for longer than 5 years, unless required to do so by law or other regulatory obligations and/or for historical record purposes.
- Service Agreements, training/event attendance records and personal information related thereto shall be kept for YourHub indefinitely. The purpose of which is to ensure a continuous and accurate record of your continuous professional development/training history.

#### **TRANS-BORDER FLOW OF PERSONAL INFORMATION**

- Your personal information may be stored on servers located outside of South Africa. YourHub however undertakes to ensure that service providers used for such cloud servers and/or services are obliged to comply with the highest standards of data protection to ensure the security of your personal information.

#### **LINKS ON EMAIL COMMUNICATIONS AND/OR WEBSITES**

- YourHub is not responsible for the content or the privacy policies of websites of other organisations to which it may link.
- The use of other third-party websites and content is at your sole discretion. This Policy applies solely to information collected by YourHub.
- YourHub is not responsible for any representations or information or warranties or content on any website of any third party (including websites linked to YourHub website).
- YourHub does not exercise control over third parties' privacy policies, and you should refer to the privacy policy of any third party to see how such party protects your privacy.

#### **PROTECTION OF PERSONAL INFORMATION**

- YourHub values the information that you choose to provide to us and will therefore take reasonable steps to protect your personal information from loss, misuse, or unauthorised alteration.
- When you use the services or facilities provided by YourHub, you may be given an access number, username, and password. You must always keep your username and password a secret and ensure that you do not disclose it to anyone.



- YourHub shall not be held responsible for personal information accessed as a result of you providing someone your YourHub profile username and password.
- Upon your request YourHub will provide you with its records of the personal information you provided to us. For security reasons, this information will only be sent to the e-mail address on file for the subscriber username and password associated with it.
- If you wish to object to YourHub processing your personal information, please complete Form 1 included herewith as Annexure A and submit via email to [communications@yourhub.co.za](mailto:communications@yourhub.co.za).
- Objecting to the processing of your personal information, may result in services being stopped, access or implementation issues and/or other service inefficiencies and communications.

#### **ACCESS TO PERSONAL INFORMATION HELD**

- See reference to the YourHub PAIA Manual for detailed information around your rights to access information held by YourHub and applicable steps to follow.

#### **CHANGES TO THIS POLICY**

- YourHub may change this Policy at any time. The most current version of this Policy will be displayed on YourHub website. If you use this website or any of the services or facilities offered by YourHub after YourHub has displayed a change to this Policy, you will be deemed to have read and agreed to the change.

#### **APPLICABLE LAWS**

- This Policy will be governed by the laws of the Republic of South Africa. Specifically, YourHub undertakes to comply with the provisions of POPIA and the Promotion of Access to Information Act No.2 of 2000 (“PAIA”).
- In so far as YourHub collects and uses personal information relating to European Citizens (who may elect to be YourHub Customers or attend YourHub events, YourHub undertakes to uphold and comply with the data protection obligations in terms of the General Data Protection Regulation (GDPR) (EU) 2016/679 so far as it applies to YourHub and in a proportionally manner based on the type and amount of information held.

#### **JURISDICTION**

- You consent to the jurisdiction of the South African courts for any dispute which may arise out of this Privacy Policy.

#### **USEFUL LINKS**

- Promotion of Access to Information (PAIA Guides – [https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English\\_20210905.pdf](https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf)
- Promotion of Access to Information (PAIA) Forms – <https://infoeregulator.org.za/paia/#tab-strongformsstrong>

**FORM 1**

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN  
TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL  
INFORMATION ACT, 2013 (ACT NO.  
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL  
INFORMATION, 2017**  
[Regulation 2(1)]

Note:

1. *Affidavits or other documentary evidence in support of the objection must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

<b>A</b>		<b>DETAILS OF DATA SUBJECT</b>	
Name and surname of data subject:			
Residential, postal or business address:			
	Code (    )		
Contact number(s):			
Fax number:			
E-mail address:			
<b>B</b>		<b>DETAILS OF RESPONSIBLE PARTY</b>	
Name and surname of responsible party (if the responsible party is a natural):			
Residential, postal or business address:			
	Code (    )		
Contact number(s):			
Fax number:			
E-mail address:			

Name of public or private body <i>(if the responsible party is not a natural person)</i> :	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR OBJECTION</b> <i>(Please provide detailed reasons for the objection)</i>

Signed at ..... this ..... day of .....20.....

.....  
*Signature of data subject (applicant)*

**FORM 2**

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR  
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF  
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.  
4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2017  
[Regulation 3(2)]**

*Note:*

1. *Affidavits or other documentary evidence in support of the request must be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*

Reference Number....

Mark the appropriate box with an "x".

**Request for:**

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

<b>A</b>		<b>DETAILS OF THE DATA SUBJECT</b>	
Surname:			
Full names:			
Identity number:			
Residential, postal or business address:			
			Code (    )
Contact number(s):			
Fax number:			
E-mail address:			
<b>B</b>		<b>DETAILS OF RESPONSIBLE PARTY</b>	
Name and surname of responsible party ( <i>if the responsible party is a natural person</i> ):			
Residential, postal or business address:			
			Code (    )
Contact number(s):			
Fax number:			
E-mail address:			

Name of public or private body (if the responsible party is not a natural person):	
Business address:	
	Code (    )
Contact number(s):	
Fax number:	
E-mail address:	
<b>C</b>	<b>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT/*DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY. (Please provide detailed reasons for the request)</b>

\*        *Delete whichever is not applicable*

Signed at ..... this ..... day of .....20.....

.....  
*Signature of Data subject*