

		<b>Agricultural Research Council (ARC)</b>	
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<b>PROPOSED BY:</b>  .....  <b>Ms B Muthuri</b>  <b>Acting GE: Human Resources &amp; Legal Services</b>		<b>AUTHORISED BY:</b>  .....  <b>Dr H Vergotine</b>  <b>Acting CEO &amp; President</b>	

**DOCUMENT CONTROL AND MANAGEMENT**

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## PRIVACY NOTICE

The ARC was established as a Public Entity in terms of the Agricultural Research Council Act 86 of 1990 (as amended); it is listed as a Schedule 3A Public Entity in terms of the Public Finance Management Act (No.1 of 1999, as amended) (PFMA), and is required to ensure full compliance with all prescripts and regulations arising from the PFMA.

ARC is committed to protecting the security and privacy of third parties (including its customers and all visitors to the Site). We will comply with the requirements of the Protection of Personal Information Act 4 of 2013, all similar or related legislation relating to the processing of Personal Information and/or privacy applicable in any jurisdiction and will take reasonable steps to ensure that your Personal Information is secured and monitored with regard to access, both internally and externally.

The ARC acknowledges the legal obligations imposed by the Electronic Communications and Transactions Act 25 of 2002 and the Protection of Personal Information Act 4 of 2013 ("POPI"). ARC takes the necessary measures to preserve the security and confidentiality of your personal data and, in particular, to prevent it from being altered, corrupted or transmitted to any unauthorized parties.

The ARC ("we" or "us" or "our") respect the privacy of our users ("user" or "you"). By providing us with your personal information, you agree that data can be used in a responsible manner as provided by. The personal data we collect will be used solely for generating data in relation to these purpose required.

Please read this privacy notice carefully. If you do not agree with the terms of this privacy notice, please do not use this site.

When you use this site, ARC and its partners in South Africa and other parts of the world process your personal data (your name, user name, e-mail address and, possibly, telephone number) for the following purposes:

- Granting access to our products;
- Using our products' functionalities;
- Contacting you (if, for example, you submit a helpdesk request);
- Improving and evaluating our products, (we may use your feedback to improve our products and services, for example);
- Sending periodic or other e-mails (we may use your e-mail address, for example, to respond to questions sent to our helpdesk or requests for information. We may also proactively contact you to inform you of new releases);
- Personalising our products and making them more user-friendly (we may use aggregated information to understand how users, as a group, are using the App);
- Conducting surveys;
- Informing you of special offers that may be of interest.



In short, ARC and its partners process the personal data that are collected via the products because of a legitimate interest in providing service and helpdesk support.

ARC will ensure that any personal data transferred to a country outside of South Africa is afforded the same level of data protection under POPI. In such a case, we will ensure that, either:

- The country has a law that provides adequate protection; or
- There is an agreement between ARC and the receiver of the personal data that provides adequate protection.

You have the right to access, rectify, limit, oppose and delete personal data/ about you. You can also withdraw your consent to the processing of your personal data at any time.

#### **1. We will only collect your Personal Information:**

- a) when you give feedback to this site;
- b) when you purchase products from the site;
- c) when you join, sign up or subscribe to any of our clubs, panels, forums or other facilities which we run on or from the Site from time to time;
- d) through cookies; and
- e) Through data aggregation.

We will ensure that your Personal Information is handled in accordance with the POPI Act and any other Protection Legislation. By visiting and/or contacting us through the Website (or otherwise engaging with us), you acknowledge that we may collect, use and transfer your Personal Information as set out in this Privacy Notice.

For the purposes of the Protection of Personal Information Act Legislation, we are deemed the "Operator" in respect of any Personal Information that you provide to us or we otherwise obtain about you.

#### **2. This Privacy Notice covers:**

1. Personal Information that we collect
2. Personal Information that we receive from other sources
3. What we do with your Personal Information
4. How we share your Personal Information
5. Our security measures and information about when we delete data
6. Transferring Personal Information outside of the EEA
7. How you can access and update your Personal Information
8. Complaints



### 3. PERSONAL INFORMATION THAT WE COLLECT

When you engage with us (e.g. sending us emails, contacting us via telephone or visiting or making an enquiry through the Website), you may provide Personal Information about yourself including your name and contact details (e.g. your address, email address and telephone number) and your job title and CV where you apply for a role with us. If you consider purchasing from us, you may also provide us with various other necessary Personal Information (e.g. your bank details). Where you make use of our Site, we may also collect information about your use of the Site (e.g. your IP address and choice of web browser). Some of this Personal Information is collected and processed so we can perform a contract with you, some for the purpose of legal compliance and some for the purposes of our legitimate business interests (namely to carry out and improve our business, analyse the use of our Site and services and support our staff and customers).

#### 3.1 Feedback

Where you give feedback to or contact us we will only ever use your Personal Information to respond directly to you in relation to your feedback and/or comment.

#### 3.2 Purchases

We will use your Personal Information to provide you with the products you order from us.

#### 3.3 User Sign-up

If you choose the opt in and sign up to our communications and/or marketing materials, we may collect data on your username, password, contact e-mail address, mailing address, phone number, date of birth, demographics information, and personal interests. Unless you choose to opt out, or communicate the decision to discontinue by contacting us as described below, we will use your Personal Information to send you information which we think may interest you and keep you up to date as to developments relating to the facility operated by us which you have joined, signed-up to or subscribed to.

### 4. How do we collect your personal information?

With regard to the personal information we collect, we make use of a number of technologies that collect personal information automatically.

**Cookies:** Cookies are small files that are saved onto your computer, which track, save and store information about how you use this website. In some instances, these cookies are needed for the website to function. You can disable them in your browser, but this may interfere with the proper functioning of the website.

**Google analytics:** This is tracking software from Google, which we use to monitor how users interact with the website, in order for us to improve its functionality and content.

**Web-server software:** This delivers web pages to your browser. The web-server software will automatically collect your IP address whenever you connect to the website.



**YouTube:** This is software used to display videos. We do not collect personal information from you by placing these videos on our site or through you viewing them, but Google Inc. (which owns YouTube) collects personal information when videos are placed on webpages.

**Add To Any:** This is software that is used to place social media buttons on our website, which allows you to share content on our website through social media. We do not collect personal information by placing these buttons on our site, but the Add To Any Company does.

## **5. PERSONAL INFORMATION WE RECEIVE FROM OTHER SOURCES**

We may receive information from third parties who collect Personal Information from you and pass it on to us, for example, for fraud prevention. Our staff may also give us emergency contact information as part of our emergency scenario planning and may give us details of their dependents and of other people in relation to their employee benefits arrangements. Where this is the case, the third party is responsible for obtaining the relevant consents from you to ensure you are happy with the ways in which your Personal Information will be used.

## **6. WHAT WE DO WITH YOUR PERSONAL INFORMATION**

We will only use your Personal Information in order to:

- (a) Supply the services you have requested and correspond with you,
- (b) Provide support to you in respect of these services,
- (c) Improve our Site and services
- (d) For our internal business processes, including providing support to our staff,
- (e) Where relevant, process your application for employment.
- (f) where you have explicitly consented at the time we collected your Personal Information or where we otherwise have a right to do so, we may also use your Personal Information to let you know about our services, and job openings that may be of interest to you and/or inform you about important changes or developments to our services, by post, telephone and e-mail.
- (g) From time to time, we may also use your Personal Information to contact you for market research purposes. We may contact you by email, phone or mail. This will only happen where you have opted-in to receive such communications.

## **7. HOW WE SHARE YOUR PERSONAL INFORMATION**

In certain circumstances, we may pass your Personal Information to carefully selected third parties. We will never pass your Personal Information for such purposes unless you have allowed us to do so or we have a lawful right to do so.

If after having given us permission to pass your Personal Information to third parties you change your mind, you can opt out by contacting us as described below.



By submitting your Personal Information to us, you acknowledge that such third parties may receive and process your Personal Information.

## **8. OUR SECURITY MEASURES AND INFORMATION ABOUT WHEN WE DELETE DATA**

We take steps to protect your Personal Information from unauthorised access and against unlawful processing, accidental loss, destruction and damage.

We will only keep your Personal Information for as long as we reasonably require and, in any event, only for as long as the Protection of Personal Information Act allows.

Where you have chosen a password, which allows you to access certain parts of the website, you are responsible for keeping this password confidential. We advise you not to share your password with anyone.

Disclaimer of liability. The ARC and/or the other parties involved in the provision of the services and any third party data or content provider shall not be responsible for and disclaims all liability for any loss, liability, damage (whether direct, indirect or consequential), personal injury or expense of any nature whatsoever which may be suffered by you or any third party (including your company), as a result of or which may be attributable, directly or indirectly, to your access and use of the website, any information contained on the website, or your or your company's personal information or material and information transmitted over our system

## **9. ACCESSING AND UPDATING YOUR PERSONAL INFORMATION**

You have the right to ask us not to process your Personal Information for marketing or research purposes. We will usually inform you (before collecting your Personal Information) if we intend to use your Personal Information for such purposes or if we intend to disclose your Personal Information to any third party for such purposes.

## **10. COMPLAINTS**

Should you have any queries or complaints in relation to how we use your Personal Information, please contact us.

The ARC has appointed the Information Officer for you to contact if you have any questions or concerns about the ARC's personal data protection notices, policies, procedures and/or practices. The contact details are as follows:

- |                     |              |
|---------------------|--------------|
| a) 1134 Park Street | P.O.Box 8783 |
| Hatfield            | Pretoria     |
| 0083                | 0001         |
| Pretoria            |              |

Tel: 012 427 9700 or



Email: [privacy@arc.agric.za](mailto:privacy@arc.agric.za)

Should you wish to take any complaints or queries further, you have the right to contact the Information Regulator regarding such issues at:

**Information Regulator:**

JD House,  
27 Stiemens Street,  
Braamfontein,  
Johannesburg, 2001

P.O.Box 31533  
Braamfontein  
2017

Email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za) or [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

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