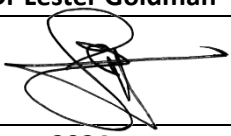




WISA Privacy Policy

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WISA Privacy Policy

1. INTRODUCTION

The Water Institute of Southern Africa NPC (hereafter "WISA") respects your privacy and your personal information. This Privacy Policy together with the WISA PAIA Manual aims to let you know how WISA will treat any personal information that it may have about you, and how you can access such personal information held. WISA will take all reasonable measures, under this Policy, to protect your personal information and to keep it confidential. This policy is in alignment and compliance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

2. DEFINITION OF PERSONAL INFORMATION

Personal Information is "personal information" as defined in section 1 of the Protection of Personal Information Act ("POPIA"). This is information relating to an identifiable, living natural person or existing juristic person. Please refer to the POPIA for a detailed definition and various types or categories of personal information.

3. CATEGORIES OF DATA SUBJECTS AND PERSONAL INFORMATION COLLECTED

WISA only collects general personal information (some of which may be publicly available) and aims to only collect that personal information which is necessary for it to carry out its services and other facilities provided to you.

WISA collects the following categories of personal information:

- 3.1. Individual Member– such as full name, ID number, contact details, email address, physical and postal addresses, employment details, gender, racial status, disabilities, designations, professional experience, work experience (CVs) and qualifications.
- 3.2. Non-individual Member – such as Company name, registration number, VAT number, full name and position of primary and additional contacts, contact details, email, physical and postal addresses, website, organisation type and core business functions.
- 3.3. Non-Member (Training and Event Delegates and past Corporate Clients) – such as name, contact details, email address, physical and postal addresses, company details and documents (where necessary), dietary requirements, if any. Further information may be requested by WISA depending on the Service being provided, or for statistical or health and safety reasons.
- 3.4. Professional Designations – same information as per Individual Member above including awarding criteria, experience and referee reports, records of results and decisions, certification records such as date awarded, and such information as may be required from the South African Qualifications Authority from time to time.
- 3.5. Suppliers/Procurement – such as company name, address and contact details, banking details, VAT number and BEE certificate/level information.
- 3.6. Website - such as general website page analytics and usage information through the use of Google analytics as well as in some instances website user (i.e. Member) name and contact details for access to specific WISA content/services not freely available to the general public. The WISA website uses cookies, the acceptance of which is required when using the website.
- 3.7. Employees – all applicable employee information required to be kept from a labour law perspective and running of the organisation. Such information relates to internal employees and

not external clients. As such the rest of this Policy will not cover Employee Information as this is dealt with in WISA's HR Policies. Furthermore, external parties (unless with applicable court orders or legal reasons) shall not have access to such Employee Information.

- 3.8. Directors – same information as Individual Member and all applicable information required for the registration of a Director with the Companies and Intellectual Property Commission (CIPC), information related to declarations of interest, information collected through the Board evaluation process.

4. HOW PERSONAL INFORMATION IS COLLECTED

Your personal information is obtained directly from you via online application forms on our website, email communications, event and training registrations, call for tenders, requests for quotes and/or proposals, hard copy forms submitted to WISA (such as training facilitator review forms); and on occasion telephonically (only under specific circumstances and at your request). In instances where a non-individual member or Corporate Client requires services, the representative of such a company may provide individual director or employee representative information to WISA, if required. It is the responsibility of the non-individual member or Corporate Client to ensure it has consent from such individuals to share their general personal contact information.

5. PURPOSE FOR COLLECTING PERSONAL INFORMATION

WISA collects personal information for the following purposes:

- 5.1 To provide you with services offered and requested.
- 5.2 To understand your specific needs and requirements, and to improve WISA's Individual and non-individual membership benefits, services and value offerings.
- 5.3 To provide you with WISA communications about the services being rendered and on offer, and keeping you informed of governance-related updates.
- 5.4 To provide you with WISA related marketing material due to your past interaction and use of WISA services.
- 5.5 For health and safety purposes.
- 5.6 For statistical, historical and/or reporting purposes.
- 5.7 WISA will always ask for your permission before it uses your personal information for any purpose not disclosed above or unrelated to the operations/services of WISA and its use in the ordinary course of business.

6. RECIPIENTS OF PERSONAL INFORMATION

The personal information collected is used only by WISA, its Directors and its employees in the rendering of its organisational purpose and services. Only in instances where the sharing of personal information to recipients outside of WISA is necessary to fulfil a WISA obligation or service, will such information be provided. See clause 7 below for further information.

7. PERSONAL INFORMATION SHARED TO THIRD PARTIES

As part of the Individual and Non-Individual Membership benefits provided to WISA members, WISA may be required to provide third party service providers with certain minimal Individual Member's personal information (such as for example name, Membership number, contact details) to provide such Individual Membership benefits.

Personal information provided to third-party service providers for such purposes will be limited to only that information which is necessary for the Individual member to enjoy such benefit which he/she is entitled to.

No further information will be provided, and third-party service providers are prohibited from using any Individual and Non-individual Members details for any purpose other than providing the Membership benefit, or for statistical and historical purposes.

Your privacy is important to us. WISA will therefore not sell, rent or provide your personal information to unauthorised entities or third parties for their independent use, without your consent.

WISA will release your personal information to a party if it believes that WISA is required by law or ordered by a court to do so. WISA will also disclose your personal information only if WISA believes that it is necessary to prevent, or lessen, any unlawful or harmful actions in terms of the WISA Members Code of Conduct, and to protect and defend legitimate business interests, rights or property of WISA.

8. PROTECTION OF PERSONAL INFORMATION

WISA 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. WISA and its contracted service providers conduct regular security testing of its servers and ensures that its employees are trained around the protection of personal information to ensure that your personal information is used correctly and protected.

When you use the services or facilities provided by WISA, you may be given a membership number, username, password and/or personal identification number ("PIN"). You must always keep your username, password and/or PIN a secret and ensure that you do not disclose it to anyone. WISA shall not be held responsible for personal information accessed as a result of you providing someone with your WISA profile username and password.

Upon your request, WISA 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 member associated with it.

9. STORAGE OF PERSONAL INFORMATION AND RETENTION THEREOF

Personal Information is stored on the WISA servers located onsite, and in the cloud, (which in this case may be hosted outside of South Africa see below Clause 9), which is accessed by yourself and WISA Directors/employees only. Personal Information will only be retained for so long as necessary to carry out the function, services provided, or facilitates your use by WISA. Due to the nature of the service rendered i.e., professional body registration, personal information shall not be destroyed.

Note: Individual membership, service agreements, audit information, certificate of compliance, training and event attendance records, reports or deliverables provided to corporate clients in terms of the specific scope of work and personal information related thereto, shall be kept by WISA indefinitely. The purpose of which is to ensure a continuous and accurate record of your Individual Membership, training history and reports/advice provided by WISA.

10. TRANS-BORDER FLOW OF PERSONAL INFORMATION

Your personal information may be stored on servers located outside of South Africa due to the WISA's Membership Management System. WISA, 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.

11. LINKS ON WISA WEBSITE OR EMAIL COMMUNICATIONS

WISA is not responsible for the content or the privacy policies of websites of other institutions to which it may link you to – mainly for information purposes and access to documents provided by such institutions. The use of other third-party websites and content is at your sole discretion. This Policy applies solely to information collected by WISA.

WISA is not responsible for any representations or information or warranties or content on any website of any third party (including websites linked to the WISA website). WISA 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.

12. PERSONAL INFORMATION HELD BY OR DISCLOSED BY YOU TO THIRD PARTIES

If you disclose any personal information to a third party, such as one of our business partners or anyone other than WISA, you must be aware that WISA 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.

13. CORRECTION OF PERSONAL INFORMATION

It is your responsibility to ensure that the personal information provided to WISA is true, correct and accurate at all times. You may update and correct your personal information at any time, either yourself via your online WISA profile through the Membership portal, via email communications to WISA or telephonically by calling WISA. WISA may not vet or check the information provided to it, and thus will not be held responsible for any incorrect or outdated information on your Membership profile which may be used to provide you with relevant and important communications.

14. ACCESS TO PERSONAL INFORMATION HELD BY WISA

See the WISA PAIA Manual, accessible on the WISA website, for detailed information around your rights to access information held by WISA, and applicable steps to follow.

15. CHANGES TO THIS POLICY

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

16. APPLICABLE LAWS

This Policy will be governed by the laws of the Republic of South Africa. Specifically, WISA undertakes to comply with the spirit of the Protection of Personal Information Act No.4 of 2013 ("POPIA") and the Promotion of Access to Information Act No.2 of 2000 ("PAIA").

17. JURISDICTION

You consent to the jurisdiction of the South African courts for any dispute which may arise out of this privacy policy.