



## Disclaimer & Privacy Policy (POPIA)

### Information Purposes

All information presented on this website is for informational purposes. This website does not contain any advice or recommendation that may be relied upon as the basis for any action or decision.

### Disclaimer of liability

Reasonable care is being taken to ensure that the site content is accurate and up-to-date, but HopkinsCoetzee Associates makes no warranties or representations as to accuracy, sequence, timeliness or completeness of the site content and may discontinue distributing the site without prior notice. This website content is intended for general information purposes only, and we have taken due care in its preparation. Any risk arising from the use of the information shall rest with the recipient and nothing herein shall be construed as constituting any kind of warranty. HopkinsCoetzee Associates reserves the right to adjust this policy document without prior notification and to make changes or updates to this website or the products or programmes described in this website at any time without notice. In no event will HopkinsCoetzee Associates be liable to any party for any direct, indirect, special, consequential, incidental or punitive damages for any use of this website, or on any other hyper linked website, including, without limitation, any lost profits including goodwill, business interruption, loss of programmes or other data or damage to the said in your information handling system or otherwise, even if we are expressly advised of the possibility of such damages.

### Links to other websites

HopkinsCoetzee Associates disclaims any control over, relationship with, or endorsement of sites to which this site is linked. Links to other websites are only provided as a convenience. HopkinsCoetzee Associates has no responsibility or control over the content or operation of such sites and shall not be liable for any damages or injuries arising from that content or its operation. Any comments sent to HopkinsCoetzee Associates regarding this site will become the property of HopkinsCoetzee Associates and may be used without limitation. Comments received will not necessarily be treated as confidential.

### Intellectual property rights

The content of the website is subject to copyright protection and other intellectual property rights. The company names, trade names, and logos displayed on this website are trademarks owned by HopkinsCoetzee Associates. Any use or misuse of these trademarks is

expressly forbidden. The content of the website may not be copied other than for personal and non-commercial use with all copyright or other proprietary notices retained. Except as expressly provided above, it is not allowed to copy, display, download, modify, reproduce or retransmit any information on this website without the written consent of HopkinsCoetzee Associates.

### **Privacy statement**

HopkinsCoetzee Associates is committed to protecting the privacy of information we may collect from our online visitors. It is our intent to balance our legitimate business interests in collecting and using information received from and about our online users with their reasonable expectations of privacy.

The following describes how we handle information collected as well as our dissemination practices for ds-norden.com.

### **Usage tracking**

[www.hopcal.co.za](http://www.hopcal.co.za) automatically tracks how the content provided is used. This tracking allows us to gain a better understanding of potential areas for improvement so as to continually improve the relevance of and accessibility to the content we provide. To this end, [www.hopcal.co.za](http://www.hopcal.co.za) may at times deposit certain pieces of information called "cookies" on a visitor's computer. These 'cookies' allow a more detailed level of tracking to fine tune our usage reports. Some of this information may be made public from time to time, however it will only be in an aggregate, non-personally identifiable form.

### **Personal identifiable information**

[www.hopcal.co.za](http://www.hopcal.co.za) collects personally identifiable information such as names, addresses and e-mail addresses only when voluntarily provided by a website visitor. This information will only be used for the direct purpose as requested by the visitor, such as e-mail notification, bookings, newsletter subscription or visitor feedback. If you do not wish to be contacted anymore you can easily opt-out of receiving further information from the Company. Your personal data will not be disclosed to third parties under any circumstances, except with regard to 'direct communication' or in accordance with applicable laws.

### **Newsletter service**

HopkinsCoetzee Associates uses Mailchimp to handle our newsletter service.

HopkinsCoetzee Associates has access to lists of subscribers of our newsletters. The lists contain name and e-mail address of subscribers that has made a double opt-in subscription to our newsletter.

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Should you wish to delete your subscription you can always do so via link in the bottom of the newsletter or by sending a request to: [info@hopcal.co.za](mailto:info@hopcal.co.za). Your name and e-mail address will then be deleted permanently from the list.

HopkinsCoetzee Associates has access to a list via MailChimp with e-mail addresses of subscribers that has permanent server problems, or an outdated address. These cleaned addresses will not and cannot receive future newsletters from HopkinsCoetzee Associates but will be kept in the list as MailChimp is required to manage these e-mail addresses in a specific manner due to anti-spam laws. However, should you wish to have your outdated e-mails address removed from this list, you can do so by sending a request to: [info@hopcal.co.za](mailto:info@hopcal.co.za). Your name and e-mail address will then be deleted permanently from the list.

### **Direct communication**

Any questions, comments, suggestions, or the like that you may forward or transmit via [www.hopcal.co.za](http://www.hopcal.co.za), will become and remain the property of HopkinsCoetzee Associates, and will be treated as non-confidential, non-proprietary information, which the Company may use in any fashion and for any purpose whatsoever, including without limitation, disclosure to other entities, individuals, HopkinsCoetzee Associates affiliates and representatives, and the HopkinsCoetzee Associates may freely use such information, concepts, technology, or other information.

HopkinsCoetzee Associates will of course continue to respect your privacy with regards to this communication and if it is necessary to disclose any personally identifiable information to a third-party, we will notify you as to the uses we intend to make of that information.

If you have any further questions concerning HopkinsCoetzee Associates' privacy policy or [www.hopcal.co.za](http://www.hopcal.co.za) in general, please do not hesitate to [contact](#) the company.

### **Governing law and venue**

This disclaimer and the contents of this site shall be governed by and interpreted in accordance with the laws of the Republic of South Africa without regard to any choice of law principle. Any dispute arising out of or in relation to this legal notice which cannot be solved amicably shall be decided by the South African Courts.

### **Right to changes of this policy**

We reserve our right to make changes to above policies from time to time. If such changes are substantial, we will notify you via e-mail, if we still have your valid e-mail address.

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# HOPKINSCOETZEE ASSOCIATES PRIVACY NOTICE TRAINING SERVICES

Your privacy and the protection of your personal information is very important to us. We are committed to robust compliance with the Protection of Personal Information Act 2013 and Promotion of Access to Information Act of 2000.

## WHO WE ARE

HopkinsCoetzee Associates is the Data Controller for any personal data you give to us. Our contact details are:

### HopkinsCoetzee Associates

La Concorde  
57 Main Road  
Paarl  
7646

**Telephone:** 021 860 0830

**Email:** info@hopcal.co.za

You can find us in the Information Regulator's register of organisations.

In the rest of this document, we will refer to the organisation as "we" or "us". Where we talk about "Our Services" we mean all our offerings including training courses, webinars, products, and publications.

If you have any questions about our use of your personal information, or wish to exercise your POPI rights, please contact our Information Officer, Johan Hopkins.

## WHAT INFORMATION WE PROCESS ABOUT YOU AND WHY

### 1. Website Users

On some parts of our website, we will automatically capture:

- Internet Protocol (IP) address
- App ID
- Device ID
- Vendor ID

This means our systems may keep a record of what type of device and app you are using to access our online services and from what online location. This is usually anonymised, and we cannot identify you from the information alone.

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Other information may also be collected about you depending on the choice you make about the use of cookies when you first visited our website. See our [cookie policy](#) to learn more.

Most of this information is used to make our website work, to keep it secure, and to comply with the law. We may also use it to study how visitors use our website and make use of our other services so we can improve them.

If you contact us, for example, to enquire about a training course, express interest in a service, enter a competition or giveaway, or using our Contact Page, we will ask for your name, organisation, email address and telephone number. We will use this information to respond to you.

In the case of competitions and giveaways we will publish the winners' name and organisation including via social media channels and bulletin boards. We think this is fair and in our legitimate interests.

## 2. Service Users

If you also book a training course or webinar (or order a product from us) we will process all the personal data you, or others on your behalf such as your employer, disclose to us when completing the [booking form](#). This includes your name, organisation, office address, contact details, previous courses attended and payment method. We will use this information to:

- Deliver our contract to provide our services to you
- Contact you with regard to any matter arising from your booking or attendance at our events
- Plan our services and marketing activities on a general level
- Keep you informed of forthcoming training events run by Act Now Training but only where you have consented to this when booking or subsequently

## 3. Monthly Email and Blog

When subscribing to our [weekly email and blog](#) we only ask for your email address, your first and surname. This is used to send you our weekly email containing details of new blog posts, updates on important issues in the field of Information Law and to keep you informed of forthcoming training events run by HopkinsCoetzee Associates Training.

You can unsubscribe at any time. Please use our [contact form](#) or simply reply to any e mail you receive from us and put "Unsubscribe" in the header.

## SHARING YOUR INFORMATION

We will normally only use your personal data internally and will not disclose it to third parties except where we are required by law, to exercise or defend our legal rights or where you have given your express consent. Some exceptions to this are:

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- We may also need to share your information with our hotels, venue providers and trainers to ensure that appropriate arrangements are made for you where you have specific dietary or access requirements.
- We share your name and organisation with our trainers and consultants so that they can customise our courses to your needs.
- From time to time an employer may request details of course attendance by their staff. We will disclose this information only where the employer has paid for the course or has allowed staff time off work for this purpose. In all other situations we will seek your written consent.

## **OUR LEGAL BASIS**

We have a legal basis for processing your personal data in accordance with Article 5 of POPI.

As a provider of information governance training courses, webinars, and products most of the information set out above is processed to fulfil a contract with you or, for your benefit, with your employer. Without it we would not be able to process your booking or attendance at our events.

We also have a legitimate interest in processing other information about you for the purpose of the smooth running of our business, for marketing and for planning purposes.

## **HOW LONG WE KEEP YOUR PERSONAL DATA**

By law we have to keep basic information about receivers of our services for a minimum of 5 years for tax purposes.

Where you are a regular attendee on our courses, we will keep your personal data for longer to speed up the course booking process and to save you having to give us the information again.

Subject to any legal requirement, we will delete your information where you tell us that you will no longer be attending our courses in the future or six years after you last attended a course.

For the purposes of the weekly email and blog we will keep your information until you unsubscribe.

You can of course ask us to delete your information at any time and we will oblige (subject to some exceptions set out in law).

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## PROTECTING YOUR PERSONAL DATA

We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate technical, physical, and managerial procedures to safeguard and secure the information we collect from you. This includes:

- ensuring all PCs and laptops have secure passwords
- buildings where the data is stored have 24-hour CCTV surveillance
- access to personal data is only given to individuals on a need-to-know basis via secure login

We are currently working towards industry accepted security standards.

## YOUR RIGHTS

You are in complete control. Subject to some legal exceptions, you have the right to:

- request a copy of the personal information HopkinsCoetzee Associates holds about you.
- to have any inaccuracies corrected.
- to have your personal data erased.
- to place a restriction on our processing of your data.
- to object to processing; and
- to request your data to be ported (data portability).

To learn more about these rights please see the [IR website](#).

Please address any such requests to our Information Officer, Johan Hopkins.

If you do this, in some cases we may not be able to provide your requested service (e.g., course or blog subscription) where the information processing is an integral part of the service. We will tell you if this is likely to be the case.

If you are dissatisfied with our response you can complain to the [Information Regulator's Office](#). The full address is:

### Information Regulator's Office

33 Hoofd Street, Braamfontein, Johannesburg, 0001

**Telephone:** 082-746 4173

**Last update: June 2021**

Any concerns or queries about this privacy policy should be sent to the HopkinsCoetzee Associates Information Officer through the [contact us](#) page.

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# HOPKINSCOETZEE ASSOCIATES

## PRIVACY NOTICE

### RECRUITMENT SERVICES

#### 1. Introduction

HopkinsCoetzee Associates values applicants for recruitment and respects and protects their privacy. This recruitment privacy notice sets out the basis on which we process the personal data which you provide to use in the course of your application for employment.

Please note that all entities within HopkinsCoetzee Associates may process their own copies of your personal data if they are involved in the recruitment.

This notice applies to applicants for recruitment on behalf of clients, as well as any third parties whose information you provide to us in connection with your application (for example, referees or emergency contacts). This notice does not put any contractual right on you or place any contractual obligation on us.

#### 2. Collection of personal data

We collect and use personal details which you provide as part of the recruitment process. The personal data we collect is used primarily for recruitment and selection. The data may be stored in systems based on our premises or in the cloud and may be processed by third party service providers acting on our behalf.

#### 3. Types of personal data

'Personal data' is a concept defined by the POPIA and refers to information which relates to an identified or identifiable individual. The types of personal data which we process will vary depending on the role applied for, your location and the conditions attached to the role. Typically the types of personal data will include:

**Your personal details** - for example your name, date of birth, gender, nationality, personal contact details (e.g. home address, telephone number, e-mail), current role and salary.

**Qualifications** - qualifications, professional memberships, languages spoken, competencies and skills (ability to drive, first aid etc.)

**Right to work data** - including national ID number, registration with SARS or work permit.

**Equality and diversity data** - where permitted under law and provided voluntarily, data regarding race and ethnic origin (stored anonymously for equal opportunities monitoring purposes).

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**Data about your application** - for example interview notes, assessment results.

**Vetting and verification information** - including references, birth certificate, drivers licence, background checks (including of publicly available information and public social media profiles); criminal record disclosure (where authorised by law).

**Any other personal data** - which you choose to disclose to us during the application or interview process, whether verbally or in written form, including in particular any other information which you disclose on a CV / résumé; and

**Informal data** - including opinion data generated during the application or interview process.

#### 4. Use of personal data

Whenever we process your personal data, we do so on the basis of there being a lawful 'condition' for processing. In the majority of cases, the processing of your personal data will be justified on one of the following bases:

- it is necessary for us to comply with a legal obligation to which we are subject (for example, conducting right to work checks or qualification requirements).
- it is in our legitimate interests as a business and our interests are not overridden by your interests, fundamental rights or freedoms (for example, carrying out background checks to verify your identity and qualifications / experience).
- subject to your consent (for example, our consideration of a voluntarily submitted CV).
- it is necessary to take steps at your request before submitting an employment offer/contract (this applies at the post-offer stage, where we need to collect further information, or process information already collected, in order to enter into the contract of employment).

The processing of special categories of data will normally be justified by one of the following special conditions:

- it is necessary for the purposes of carrying out obligations under employment law (for example, processing of ethnicity data contained in right to work documents).
- it is necessary for reasons of substantial public interest authorised under law (for example, carrying out equal opportunity monitoring exercises); or
- it is necessary for the establishment, exercise or defence of legal claims.

We will only process data revealing criminal convictions where there is a legal authorisation to do so under law, or where the client's legitimate interest applies.

Generally, the purposes for which we process your personal data are to assess your suitability for employment. If you do not provide some or all of this data, it may affect our ability to process your application. In some cases, it may mean that we are unable to continue with your application as we do not have the personal data necessary for effective and efficient recruitment.

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We may use your personal data in the evaluation and selection of applications including, for example, setting up and doing interviews and tests, evaluating and assessing as required, including the final recruitment, reviewing your eligibility to work, where authorised by law and required for your role, seeking criminal record disclosure, conducting an equal opportunities assessment and other purposes relevant to the recruitment process.

## **5. Retention of personal data**

Generally, we only keep applicants' personal data for as long as required to satisfy the purpose for which it was collected by us or provided by you.

In certain cases, legal or regulatory obligations require us to keep specific records for a set period of time, including following the end of the recruitment process.

In other cases, we deliberately keep records to resolve queries or disputes which we think may arise from time to time.

## **6. Sources of personal data**

Primarily the personal data we process about you will have been provided by you during your application for employment by using our careers website or by writing to us directly by post or email.

During the recruitment process, we may request references from third parties, for example, references from a previous employer, and we also carry out screening and vetting processes using third party sources.

## **7. Disclosures of personal data**

We may share your personal data with other members of HopkinsCoetzee Associates where required to, for example, take decisions about your recruitment. Within HopkinsCoetzee Associates, your personal data can be accessed, or may be disclosed internally on a need-to-know basis, by the client and any other relevant business colleagues responsible for managing or making decisions in connection with your potential employment.

We may use third party suppliers to help us provide recruitment services. These third parties may have access to, or merely host, your personal data, support and maintain the framework of our recruitment system, but will always do so under our instruction and be subject to a contractual relationship.

We expect third parties to process any data disclosed to them in accordance with applicable law, including with respect to data confidentiality and security.

## **8. Cross-border transfers**

The global nature of our business means that your personal data may be disclosed to third party suppliers or partners, located outside of the RSA.

Where we transfer your personal data outside of the RSA, we will take steps to ensure that your personal data receives an adequate level of protection, including by, for example,

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entering into data transfer agreements or by ensuring that third parties are certified under appropriate data protection schemes.

You have a right to request a copy of any data transfer agreement under which your personal data is transferred, or to otherwise have access to the safeguards which we use. Any data transfer agreement made available to you may be redacted for reasons of commercial sensitivity.

## **9. Security of your personal data**

We implement reasonable physical, technical and administrative security standards designed to protect your personal data from loss, misuse, alteration, destruction or damage and to ensure a level of security appropriate to the risk.

We take steps to limit access to your personal data to those staff who need to have access to it for one of the purposes listed in 'Uses of personal data'.

## **10. Rights in respect of your personal data**

You have the following rights in respect of your personal data, where applicable to the processing we carry out:

- to get a copy of your personal data together with information about how and on what basis that personal data is processed.
- to rectify inaccurate personal data (including the right to have incomplete personal data completed).
- to erase your personal data in limited circumstances where it is no longer necessary in relation to the purposes for which it was collected or processed.
- to restrict processing of your personal data where: the accuracy of the personal data is contested; the processing is unlawful but you object to the erasure of the personal data; we no longer require the personal data for the purposes for which it was collected, but it is required for the establishment, exercise or defence of a legal claim.
- to challenge processing which we have justified on the basis of a legitimate interest.
- to object to any decisions which are based solely on automated processing.
- to get a portable copy of your personal data, or to have a copy transferred to a third-party controller; or
- to get a copy of or access to safeguards under which your personal data is transferred outside of the RSA.

In addition to the above, you have the right to lodge a complaint with the supervisory authority.

## **11. Contact information**

If you have any questions about the way we use your personal data, or you wish to investigate exercising any rights in respect of your personal data, please contact Johan Hopkins at 021-863 0830.

## **12. Document change history**

**Issue date:** June 2021

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