

PRIVACY NOTICE

1. PURPOSE

- 1.1 We respect your privacy and take the protection of personal information very seriously. The purpose of this policy is to set out how we collect, use, store and protect personal information as set out in the Protection of Personal Information Act 4 of 2013 (POPIA).
- 1.2 POPIA gives effect to the constitutional right to privacy, regulates the manner in which personal information may be processed and provides rights and remedies to protect personal information.
- 1.3 The manner in which we process personal information is directly aligned to our mandate and for the purpose of dispute resolution. Our mandate is set out in our [Governing Rules](#) which can be found on our website at www.osti.co.za.

2. WHAT PERSONAL INFORMATION DO WE COLLECT?

- 2.1 The personal information that we collect, will include, but is not limited to:
 - 2.1.1 name, surname, company name, company registration number, email address, physical or postal address, telephone number, cellular number, ID number, etc.
 - 2.1.2 data which you may upload on our website.
 - 2.1.3 user IDs and passwords for use of our extranet services

3. WHAT DO WE DO WITH YOUR PERSONAL INFORMATION?

- 3.1 We use your personal information to provide you with our services in handling complaints.
- 3.2 We will not share your personal information other than for the purpose for which it was collected.
- 3.3 We will not use your personal information for a purpose that you are not aware of or that you have not given us consent for.



4. ACCURACY AND UPDATING OF INFORMATION

- 4.1 We will try to keep your personal information as up-to-date and as accurate as possible.
- 4.2 We may request you from time to time to update your information.
- 4.3 You can update and/or review your information by accessing our website at www.osti.co.za, by emailing us at info@osti.co.za at or by telephoning us on 011 726 8900.
- 4.4 Only you may update your own personal data; alternatively, the personal data of another data subject where you have their permission to do so.
- 4.5 You may request for the correction or deletion of your personal information or destroying or deletion of a record of your personal information by completing the [POPIA form 2](#) which can be found on our website.
- 4.6 To better protect you and safeguard your information, we do take steps to verify your identity before granting you access to your information and/or making changes to your personal information.

5. RETENTION OF PERSONAL INFORMATION

- 5.1 We will not keep personal information for longer than necessary, but we keep personal information between 5-10 years as prescribed by the legislation and regulations governing our business, and as amended from time to time.

6. HOW DO WE MAKE SURE THAT YOUR PERSONAL INFORMATION IS SECURE?

- 6.1 Only the people who need to know will have access to your personal information.
- 6.2 We have security measures in place to prevent unauthorised or unlawful processing of personal information or access to personal information, including accidental loss, destruction, or damage to personal information data.

7. FURTHER PROCESSING OF PERSONAL INFORMATION

- 7.1 Your personal information will not be processed further unless required by law.



8. WHAT ARE YOUR RIGHTS?

- 8.1 You have the right to access, amend, rectify, object to the processing of your information and request the discarding of your information at any time.
- 8.2 You may do so by contacting us telephonically on (011) 7268900, or by email on info@osti.co.za.
- 8.3 If you feel that we have not protected your personal information and compromised your right to privacy, then you may approach our information officer by email on thasnim@osti.co.za.
- 8.4 If, after you have already approached us, you are still dissatisfied, you can lodge a complaint at the Information Regulator here: complaints.IR@justice.gov.za

9. DEEMED ACCEPTANCE OF THE POLICY

By providing us with your personal information, you are deemed to have read, understood, accepted, and agreed to be bound all the terms of this policy.

10. CHANGES TO THE POLICY

We reserve the right to change the terms of this policy at any time by updating this web page. Unless otherwise stated, the current version shall supersede and replace all previous versions of this policy.

