

PRIVACY POLICY

Stenden South Africa

Website: <https://stenden.ac.za/>

Last Updated: [Insert Date]

1. Introduction

This Privacy Policy explains how **Stenden South Africa** (“we”, “us”, “our”) collects, uses, stores, and protects your personal information when you use our website at <https://stenden.ac.za/> (“Website”).

We are committed to protecting your privacy and ensuring that your personal information is processed in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”).

By using our Website, you consent to the practices described in this Privacy Policy.

2. Responsible Party

Stenden South Africa
1 Grand Street
Port Alfred
Eastern Cape
South Africa
6170

Stenden South Africa is the “Responsible Party” for purposes of POPIA.

3. Information We Collect

We may collect and process the following personal information:

3.1 Information Provided via Enquiry Form

- Full name
- Email address
- Town/city
- Telephone number

3.2 Information Provided via Application Form

- Full names
- Identity number or passport number

- Date of birth
- Postal and physical address
- Contact details
- Parent or guardian details (where applicable)
- Academic history
- Supporting documentation
- Any additional information required for enrolment processing

3.3 Payment Information

When you pay an application fee via our payment portal:

- Payment details are processed by a secure third-party payment provider
- We may receive confirmation of payment and limited transaction details
- We do not store full card or banking details on our servers

3.4 Automatically Collected Information

We may collect certain technical information automatically, including:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access

This information is used for analytics, security, and Website improvement purposes.

4. Purpose of Processing Personal Information

We process personal information for the following purposes:

- Responding to enquiries
- Processing and assessing applications for enrolment
- Communicating application outcomes
- Verifying identity and academic eligibility
- Processing application fee payments
- Sending newsletters and marketing communications

- Administrative and regulatory compliance
- Maintaining student records
- Improving our Website and services

Personal information will not be processed for any purpose incompatible with these purposes.

5. Newsletter and Marketing Communications

By submitting:

- An enquiry form; or
- An application form

you consent to receiving newsletters and marketing communications from us.

Applicants will remain subscribed to the newsletter until enrolment is completed, at which time subscription to the pre-enrolment newsletter will be terminated.

You may unsubscribe at any time by:

- Clicking the unsubscribe link in our emails; or
 - Contacting us directly.
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6. Lawful Basis for Processing

We process personal information based on:

- Your consent
 - The performance of a contract (or steps prior to entering into a contract)
 - Compliance with legal obligations
 - Our legitimate interests, provided these do not override your rights
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7. Sharing of Personal Information

We may share personal information with:

- Payment service providers
- IT service providers and hosting providers
- Regulatory authorities where legally required
- Academic partners where necessary for enrolment

- Professional advisors (legal, accounting, compliance)

We require third parties to maintain appropriate security safeguards and to process information in accordance with applicable law.

We do not sell personal information.

8. Cross-Border Transfers

Where personal information is transferred outside of South Africa (for example, to cloud hosting providers), we ensure that:

- The recipient is subject to laws or agreements that provide adequate protection; or
 - Appropriate contractual safeguards are in place; or
 - You have consented to the transfer.
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9. Information Security

We implement reasonable technical and organisational measures to protect personal information against:

- Loss
- Misuse
- Unauthorised access
- Disclosure
- Alteration
- Destruction

However, no internet transmission is completely secure, and we cannot guarantee absolute security.

10. Retention of Personal Information

We retain personal information:

- For as long as necessary to fulfil the purposes for which it was collected
- As required by law
- For legitimate academic and administrative record-keeping purposes

When information is no longer required, it will be securely deleted or de-identified.

11. Your Rights Under POPIA

You have the right to:

- Access your personal information
- Request correction or updating of inaccurate information
- Request deletion of personal information (where legally permissible)
- Object to processing
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator

Information Regulator (South Africa):

Website: <https://www.justice.gov.za/infoereg/>

12. Cookies and Tracking Technologies

Our Website may use cookies and similar technologies to:

- Enhance user experience
- Analyse Website traffic
- Improve functionality

You may adjust your browser settings to refuse cookies; however, this may affect Website functionality.

13. Children's Information

Where applicants are minors, we may process personal information of parents or legal guardians for enrolment and administrative purposes.

We do not knowingly collect personal information from minors without appropriate consent from a parent or guardian where required by law.

14. Third-Party Links

Our Website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

15. Updates to this Privacy Policy

We reserve the right to update this Privacy Policy from time to time.

Updated versions will be published on this Website with a revised “Last Updated” date.

Continued use of the Website constitutes acceptance of any changes.

16. Contact Us

For questions about this Privacy Policy or to exercise your rights, please contact:

Stenden South Africa

1 Grand Street

Port Alfred

Eastern Cape

South Africa

6170

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