

Privacy Policy

Project Progpo Consultancy is committed to protecting your personal data. This policy explains how and why we use your personal data to make sure you remain informed and in control of your information.

Project Progpo Consultancy will ask its learners or potential learners to “opt-in” to receive information about our products and courses. This means you’ll have the choice as to whether you want to receive these messages.

You can choose not to receive information or change how we contact you at any time. If you would like to, please let us know by:

Emailing: info@project-progpo.co.za

Writing to us at our company address:

Project Progpo Consultancy
28 Hornbill Road
Bryanston
Johannesburg
20188

Telephone [+2711 704 0922](tel:+27117040922) (Mon to Fri: 8am-5.30pm Sat and Sun: Closed)

We will **never** sell your personal data. We may share personal data with other organizations who we work with to provide the service to you. However, these activities will be carried out under contracts which have strict requirements to keep your information confidential and secure.

Questions

Any questions you have about this policy or how we use your personal data should be sent to: info@project-progpo.co.za or addressed to: The Data Protection Officer at the postal address given above.

About Us

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you) will be collected and used by Project Progpo Consultancy which is a private limited company with Company No: 2018/099012/07.

For the purposes of data protection law, Project Progpo Consultancy will be the Data Controller.

What information do we collect?

Personal data you give to us

We collect data you give to us. For example:

- Personal details (name, email, address, telephone, education details etc.) when you sign up to get some more information on our offerings.
- Data known as sensitive personal data (ethnicity, additional learning needs)
- Financial information (payment information such as credit/debit card or direct debit details should you want to purchase some of our products online.

Information created by your involvement with Project Progpo Consultancy

Your activities and involvement with Project Progpo Consultancy create additional personal data, for example, information about your education progress and qualifications.

We may analyze your personal data to build a profile which helps us decide which of our communications you might be interested in.

Information from other organizations

We sometimes receive personal data from other organizations, for example, where they have passed us information about people who are interested in our offerings and training courses.

Social Media

We work with external marketing agencies that provide information about people who have registered an interest in Project Progpo Training's courses and where they have given appropriate consent to be contacted.

Digital Marketing Service Providers

We periodically appoint digital marketing agents to conduct business to business marketing activity on our behalf and such activity may result in the compliant processing of personal information. This includes contacting individuals within organizations which may be interested in the services Project Progpo Consultancy has to offer.

Sensitive personal data

We may collect or store data known as sensitive personal data (such as information relating to additional learning needs or ethnicity). We will do this where we have been asked to do so by official Government agencies or where the information is needed for the assessment of additional educational support needs.

If we do this, we'll take extra care to ensure your personal data is protected.

Accidents or incidents

If an accident or incident occurs in one of our training centre or involving one of our employees then we'll keep a record of this (which may include personal data and sensitive personal data).

How do we use personal information?

We only ever use your personal data with your consent, or where it is necessary:

- To enter into, or perform, a contract with you
- To comply with a legal duty
- To protect your vital interests; this means, for example, keeping you safe from harm
- For our own (or a third party's) lawful interests, provided your rights are not affected

We will only use your information for the purpose or purposes it was collected for.

Administration

We use personal data for administrative purposes. This includes:

- Receiving payment (e.g. direct debits or payment card details)
- Maintaining databases of our students and their educational progress
- Performing our obligations under Learnerships or training contracts
- Helping us respect your choices and preferences (e.g. if you ask not to receive marketing material, we'll keep a record of this).

Marketing

We use personal data to communicate with people and to promote Project Progpo Consultancy Training. This includes keeping you up to date with our news and offerings.

Research and Analysis

We may carry out research and analysis on the data we hold to understand behavior and responses and identify patterns and trends.

We **evaluate**, categories and profile personal data to tailor services and communications we send out (including targeted advertising) and to prevent unwanted material from being sent to you.

Anonymised data

We may combine sets of personal data and change the personal data so that it can no longer be linked to any particular person. This information may then be used to monitor Lifetime Training's business performance or to identify trends or patterns within our existing learner database.

Disclosing and sharing data

We will **never** sell your personal data. If you have opted-in to marketing, we may contact you with information about further opportunities in education.

We may share personal data with other organizations that provide us with services. For example, we may use a HR supplier to process personal data. However, these activities will be carried out under contracts which have strict requirements to keep your information confidential and secure.

Marketing

Project Progpo Consultancy will ask its students and contacts to "opt-in" for marketing communications. This means you'll have the choice as to whether you want to receive these messages.

Young people

As an education provider, we regularly process the personal data relating to young people who enquire about courses and training opportunities.

How do we protect personal data?

We use a variety of physical and technical methods to keep your data safe and to prevent unauthorized access or sharing of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information using both physical and electronic means.

Our employees receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

Payment security

All electronic forms that request financial data will use secure web technology to encrypt the data between your web browsers and our computers.

If you use a credit card we will pass your credit card details securely to our payment provider. Project Progpo Consultancy complies with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council, and will never store card details.

Storage of personal data

Where Project Progpo Consultancy information is stored

Project Progpo Consultancy's operations are based in the South Africa and we store our data primarily within our servers within South Africa and African Continent.

Project Progpo Consultancy will occasionally use services outside of the African **Continent** to process personal data, but only where the service ensures an adequate level of protection and where appropriate safeguards have been provided.

How long does Project Progpo Consultancy Keep information for?

We will only use and store information for as long as it is needed for the purposes it was collected for. How long we keep information depends on the information and what it's used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information.

How do we ensure that you remain in control of your data?

We want to ensure you remain in control of your personal data and that you understand your legal rights which include:

- The right to ask and be told whether or not we have your personal data and, if we do to obtain a copy of the personal data we hold (this is known as a subject access request)
- The right to have your data deleted (though this will not apply where it is necessary for us to continue to use the data to administer your training course or apprenticeship).

- The right to have incorrect data amended
- The right to object to your data being used for marketing purposes or profiling

Please note that there are some exceptions to the rights above and, although we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights please write to or email our Data Protection Officer at the addresses given in section 1.

We can provide you with a subject access form template which includes guidance on how to make your request and will help us respond more quickly. Please contact us for a copy of this.

Complaints

You can complain to Project Progpo Consultancy directly by contacting our Data Protection Officer using the contact details set out above. If you would like to make a complaint which does not directly relate to your data protection and privacy rights please see Project Progpo's complaints policy which is available [here](#).

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the South African Information Commissioner's Office which regulates and enforces POPI in South Africa. Details of how to do this can be found at <https://www.justice.gov.za/inforeg/>

When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with Project Progpo Consultancy.

Changes to this privacy policy

We'll amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.