

Stellenbosch University Privacy Notice

Version:	1 January 2023
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Protecting your privacy is very important to us. The following information will help you understand the purposes for which we collect, store and use your information. We will keep your information confidential and will only share your information if we are legally required to do so, if we must do so in order to fulfil our agreement with you, or if you have given your consent.

If you have any questions, please contact us at info@sun.ac.za.

To read more about our approach to privacy, visit www.sun.ac.za/privacy.

This privacy notice is part of our agreement with you. We may need to update it from time to time, but we will inform you when we do. You should read this notice along with the terms and conditions that apply to the products or services you use.

1. Who you are sharing your information with

We are Stellenbosch University (the University). We are a tertiary institution in terms of the Higher Education Act and our physical address is Admin Block B, Victoria Street, Stellenbosch.

2. What we collect, and how we collect it

2.1. When you visit our website we collect personal information.

When you visit our website we collect information that you give us when completing a form, such as your name and email address.

2.2. We collect information while you browse the website.

When you browse www.sun.ac.za we collect standard information about your internet connection and website use. We use this information to help us improve our website and online services. The type of information we collect includes the URL you came from, IP address, domain type, browser type, the country and telephone code where your device is located, the web pages viewed during your visit, the links you clicked on, and any search terms you entered on our website (user information).

2.3. We collect information when you visit one of our campuses or attend one of our events.

We may collect information from you to facilitate access to our campuses or events. This may include the collection of health information, in accordance with relevant organisational health and safety regulations and legislation.

We may make on-site recordings during campus visits or during our events, including electronic recording, film, video, audio, and photography. By visiting our campuses or attending an event, you permit Stellenbosch University to make use of such recordings without compensation of any kind to you. We typically use such recordings as part of our reporting on events, for promotional purposes, or for security purposes.

Should you not wish to be included in such recordings during a campus visit or event, let your host or the event co-ordinator know and, where reasonably practical and possible, we shall provide mechanisms to exclude you from such recordings.

2.4. We do not knowingly collect the personal information of individuals under the age of 18.

We do not knowingly collect the personal information of individuals under the age of 18 without the consent of a parent or guardian.

3. What we use your information for

3.1. We reply to your enquiries.

If you contact us with an enquiry we will use the information that you provide to respond.

3.2. We use your information to process your payments.

We use the payment information you provide to process any payment made to the University.

3.3. We use your information to process donations.

We use the information you provide to process any donation made to the University. If you donate through a trust affiliated with the University, including the Stellenbosch Trust or Law Faculty Trust, that trust may share your donor information with the University.

3.4. We use cookies to optimise your website experience, but you may opt out.

We use information collected from cookies and other technologies to improve your user experience and the overall quality of our website. We use anonymous cookies to collect data about how you use our website, so that we can improve and optimise your website experience. Cookies on their own cannot identify you, they just recognise your web browser.

To better understand how visitors use our website and to help us improve the user experience, we use third-party analytics providers, such as Google Analytics, that may place cookies on your device.

You can turn off your web browser's ability to accept cookies if you prefer.

4. When will we share your information

4.1. We don't sell or share your information for profit.

We respect your privacy and will not sell or share your information with other institutions or companies to use for their own purposes. We only share information if we have to do it to deliver the services you requested.

4.2. We may be required by law to share your information.

Sometimes we will be required by law to share your information. For instance, if a warrant is issued by the police or if we are compelled by a court to disclose information. We will always check whether the request is legitimate.

5. How we protect it

5.1. We take your privacy and the security of your personal information seriously.

We have implemented reasonable security safeguards based on the sensitivity of the personal information to protect it from loss, misuse and unauthorised access, disclosure, alteration or destruction. For example we regularly monitor our systems for possible vulnerabilities and attacks. But no system is perfect and we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.

5.2. We will inform you if your privacy is ever compromised.

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy should something happen. We will let you know of any breaches which affect your personal information unless we are obligated in law not to do so.

6. Your rights and responsibilities

You have the right to know what kind of personal information we have about you and to correct it. You have the right to:

- ask what personal information we hold about you;
- ask what information was sent to our suppliers, service providers or any other third party;
- ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- unsubscribe from any direct marketing communications we may send you; and
- object to the processing of your personal information.

You can request access to the information we hold about you or correct your personal information by contacting paia@sun.ac.za. To protect your information, we may require proof of your identity.