



# Privacy Policy

## 1. Introduction

We as Paired Education aim to provide access to individual live remote tutoring, school resources as well as Information and Communication Technology in and outside of schools. We acknowledge our responsibility to protect your privacy and keep personal information confidential. This Privacy Policy has been developed as a means of providing a framework for the collection and processing of personal information. Ultimately, this Privacy Policy is a means to ensure the protection of personal information obtained by Paired Education ("Paired") through the provision of services to you.

This Privacy Policy complies with the provisions of the Protection of Personal Information Act, 4 of 2013 ("the Act") and represents Paired's commitment to complying with its obligations under the Act. This Privacy Policy further falls under the guidance of General Data Protection Regulation 2016/679 ("GDPR") (EU).

## 2. Collection and Processing of Information

We collect information from our data subjects which include, but are not limited to, Tutors, Learners, Facilitators, Teachers and Sponsors. We collect your personal information for, including but not limited to, the following purposes:

- to enable Paired to perform services;
- to communicate with you in relation to the services provided by Paired to you;

- to provide data subject support;
- to communicate our newsletter with activities specific to Paired;
- to operate, evaluate and improve Paired; and
- to verify your identity and protect against and prevent fraud and other unlawful activities, unauthorized transactions, claims and other liabilities and manage risk exposure and quality.

We process information depending on your interactions with us. We process your personal information for, including but not limited to, the following purposes:

- contact information such as your name, phone number, and email;
- your identity number and/or passport number;
- information relating to your age
- company information such as your company name, registration number, registered addresses;
- information relating to your access to and use of our services;
- any other information that you provide to us whilst Paired renders the services to you; and
- For market research.

**In addition to the personal information that you provide to Paired:**

- Paired makes use of cookies (files with small amounts of data sent to your browser from a website and stored on your computer's hard drive) to collect certain additional information, such as your IP address, GPS location, URL information, operating system and browser details for purposes of monitoring traffic to Paired's website.

### 3. Examples of Personal Information We Collect

Information Type	Information Collected	Purpose
Account Information	Name Surname Cell phone number Email address Identity number/Passport Number Age	This information is collected when you register with Paired.  We need this personal information so that we may conduct our services with you and others.

### 4. Data Retention

The information collected by Paired will only be retained by Paired for so long as is necessary for the purpose for which it was collected unless as otherwise required by law.

### 5. Security

Paired understands the importance of protecting your personal information and therefore, takes all reasonable steps to safeguard your personal information from unauthorised access or use, misuse, loss or interference and will, on an ongoing basis, review its security controls and related processes to ensure the continued integrity and confidentiality of your personal information. The same standards are

imposed upon third parties to whom your personal information is shared by Paired to ensure that they likewise maintain the integrity and confidentiality of your personal information.

## **6. Service Partners**

Paired may share your personal information with its service providers involved in the delivery of the services to you and/or service providers tasked with the storage and/or safekeeping of your personal information. The sharing of your personal information may necessitate the transfer of your personal information across foreign borders and Paired shall, in this event, comply with the requirements of the Act for the transfer of personal information across borders.

Personal information may also be disclosed by Paired in instances where Paired is required by law or court order to disclose such information or in the event that the disclosure of such information is, in Paired's sole discretion, necessary to protect its rights.

## **7. Safety of Minors**

As a for profit Company that aims to provide learning resources to our Students, we need to collect the personal information of minors (children under the age of eighteen years old). Under the Act, we require the consent of a competent person in order to collect and process the personal information of a child. A "competent person" refers to any person who is legally competent to make a decision in respect of a child. Paired will only obtain the personal information of children with the necessary consent and in terms of this Privacy Policy.

## **8. Changes to our Privacy Policy**

Paired reserves the right to update, change or modify this Privacy Policy from time to time. Any changes, additions or deletions will become effective immediately

upon notice to you. Such notice may be given by any means, including on our website or by email. Your access to and/or use of the Paired website and/or use of our products and/or services thereafter shall be deemed to constitute your acceptance of the changes, additions or deletions to this Privacy Policy.

## **9. Contact Details**

For any requests, queries or complaints regarding the collection and processing of your personal information and/or data, please contact us using the following details:

**Email:** [info@bookvillage.co.za](mailto:info@bookvillage.co.za)