

Privacy Notice



In this privacy notice, the term “**YSA**” bears the meaning of a group of companies that include Yudelowitz Shannon & Associates (Pty) Ltd (registration number: 2000/016350/07); YSA Change (Pty) Ltd (registration number 2015/417696/07); YSA Consulting (Pty) Ltd (registration number: 2015/428290/07); and YSA Leadership (Pty) Ltd registration number: 2015/417801/07), being companies registered and conducting business in accordance with the Company laws of the Republic of South Africa.

This privacy notice (“**Notice**”) explains how your Personal Information presented to YSA and flowing from your engagement with YSA is processed and used by YSA. This Notice applies to Personal Information acquired by YSA from YSA’s current and former clients, employees, consultants and research participants.

YSA accumulates and processes Personal Information about you when it engages with you. This is used by YSA to manage its professional relationship with you; including in leadership development and management consultancy processes as a skills developer and in systems and techniques training processes presented by YSA to you. This Personal Information only comes from you and YSA will not acquire any of your personal information from any other sources, including external sources. YSA’s collection and processing of your Personal Information falls within the scope of the South African legal framework and is dealt with by YSA per its Protection of Personal Information Compliance and Promotion of Access to Information Manuals.

WHAT PERSONAL INFORMATION YSA COLLECTS

In interacting with YSA as an individual or corporation, YSA will be presented with your Personal Information. This Personal Information may include that relating to your education, financial and employment history, contact particulars and other private or confidential information, including without limitation:

- information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth particulars;
- information relating to the education or the medical, financial, criminal and employment history of you;
- any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particulars specifically assigned to you;
- your personal opinions, views or preferences on various topics;
- correspondence sent by you that is of a private and confidential nature or further correspondence per its content that may be construed as being private and confidential; and
- the views or opinions of consultants, analysts and supervisors employed by YSA authorised to collect and process the information relating to you.

HOW YSA COLLECTS YOUR PERSONAL INFORMATION

YSA collects Personal Information directly from you during the leadership and management consultancy process, in the course of interacting with you/your employer and/or your corporation and in the course of your interaction, conducting business with and making enquiries with YSA.

PURPOSE FOR WHICH YOUR PERSONAL INFORMATION IS BEING COLLECTED

YSA collects your Personal Information for various purposes including:

- In the course and scope of YSA's professional and business operations;
- in providing a leadership and management development consultancy and skills training;
- in providing teaching, learning and research presentations;
- abiding contractual obligations to you/ your employer/corporation; and
- in complying with legal obligations imposed on YSA;

WHETHER THE SUPPLY OF YOUR PERSONAL INFORMATION IS VOLUNTARY OR MANDATORY

Upon engaging with YSA, we require your Personal Information to fulfil YSA's administrative, skills development and analyses together with professional business services offered by YSA. Without this, it will not be possible for YSA to meet its obligations, whether under contract to you/your company and/or employer, or in terms of YSA's statutory obligations. Your prior consent is not required where YSA is required to process your Personal Information to fulfil its obligations under contract with you/your company and/or employer and with that in terms of the Protection of Personal Information Act of 2013. Any withholding of your Personal Information may obstruct or prevent YSA from being able to render services to you/your employer/corporation and in rendering of such services.

For a complete manual of our personal information processes, please refer to YSA's PAIA and POPI Manuals at <http://ysa.co.za/> .

YSA'S COLLECTION AND PROCESSING OF SPECIAL PERSONAL INFORMATION

In some cases, you may divulge to YSA Special Personal Information. Such Special Personal information includes, without limitation; information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth information of the client. We accumulate Special Personal Information only when provided directly by you during the analysis programs and on training systems.

Generally, YSA's collection and processing of such Special Personal Information will be conducted only with your consent and upon disclosure of the purposes for which such Special Personal Information is needed and accumulated.

TRANSFER AND SHARING OF PERSONAL INFORMATION

Access to your Personal Information within YSA is restricted on a need-to-know basis, including within the functional support of YSA's HR, IT, Legal and Finance departments.

What requires to be appreciated here is that the sharing and transfer of your Personal Information within the various departments of YSA is necessary for YSA to render professional services and this circulation of Personal Information is undertaken within YSA, with appropriate safeguards in place, to ensure the confidentiality and security of your Personal Information.

YOUR RIGHTS TO YOUR PERSONAL INFORMATION

You have rights in relation to your Personal Information. You can, in writing to YSA:

- require YSA to confirm whether or not it holds any of your Personal Information;
- require YSA to amend incorrect or incomplete Personal Information;
- instruct YSA to cease accumulating and processing your Personal Information;
- require YSA to erase your Personal Information from its records;
- retract your consent provided to YSA to accumulate and process your personal information; or
- receive from YSA the Personal Information relating to you.

Please note that the above rights are not absolute, and YSA may be entitled to refuse requests where exceptions apply.

In requesting further information, exercising any of your above rights, or where you may desire to lay a complaint about the way you believe your Personal Information is being processed, please in the first instance, contact YSA's Information Officer, the particulars of which are set out in YSA's PAIA and POPI Manual or email: Daphne Swanevelder at Daphne@ysa.co.za .

If you have raised a complaint and remain dissatisfied with how your complaint has been dealt with by YSA, you may elevate your complaint to the Information Regulator who can be contacted at inforeg@justice.gov.za.

Changes to this Privacy Notice

YSA reserve the right to update and effect amendments this Notice at any time.

Contacting YSA

Questions, requests and inquiries concerning this Notice, and the information set out in this Notice, may be directed to YSA's Information Officer:

Daphne Swanevelder - Daphne@ysa.co.za

