

## Experian BSI: Privacy Notice

At Experian BSI, we respect your right to **privacy** and are committed to being transparent about how we collect, use and protect your Personal Information. This privacy notice will provide you with details of the processing activities you can expect from us during our onboarding, and training facilitation processes. You will also find information relating to your privacy rights and how you can exercise these.

### Who is responsible for processing your Personal Information?

#### Experian BSI South Africa

Head office: Ballyoaks Office Park, Bryanston, Johannesburg

For any enquiries on this Privacy Notice, please contact our privacy office via: [informationofficerafrica@experian.com](mailto:informationofficerafrica@experian.com)

### Which categories of Personal Information do we collect, and why?

Personal Information	Purpose for processing
Your name, ID, and contact details.	To administrate and facilitate the training and assessment processes. This may include our setting up of WhatsApp groups to manage training, or communications via our LMS.
Details of your current and past assessments, including training history and needs.	To keep adequate records including our legal reporting obligations and assessing possible courses which you may benefit from.
Employment equity related information, which may include gender and your employer	This information is processed to meet the requirements of applicable skills development requirements which include SETA reporting purposes as per SAQA guidelines

We will only retain your information for as long as necessary to achieve the abovementioned purposes, and any related legal obligation as regulated by our privacy and records retention policies respectively.

### Am I obliged to provide this Personal Information?

You are obliged to provide the minimum mandatory Information required for us to assign the training, maintain adequate records and meet related legal obligations before we can

issue access to our Learning Management System. We may also record the information on MasterAssess – our electronic portfolio of evidence system which is used for the assessment, moderation and verification processes of learner achievements.

### What is our legal basis for processing Personal Information?

We will process your Personal Information based on the contract entered into with your employer, as well as the consent you provide us where appropriate, in accordance with the requirements set out by the South African Qualifications Authority.

### Who has access to your Personal Information?

Access to your Personal Information will only be granted to individuals who require access to perform duties related to the performance of contract and administration of the training. This may include members of our back office and development teams (which may be outsourced to a third party) as necessary.

We may transfer your Information outside of South Africa and provide access to other Experian entities, which perform centralized functions for the Group.

All who have access with your personal information will be required to adhere to a duty of confidentiality and comply with applicable privacy laws as transposed into our policies.

### Your Rights

You have certain rights in relation to your Information which can be exercised under certain circumstances, including the right to request confirmation / details of the information we hold about you, the right to request corrections of incorrect information, the right to object to our processing or to request deletion.

If you would like to exercise any of these rights, please contact our Privacy office on the email address below.

### Do you have queries or complaints?

You may raise any concerns or complaints in the first instance by contacting us via [informationofficerafrica@experian.com](mailto:informationofficerafrica@experian.com). Our dedicated Privacy team is available to assist you.

For access to our comprehensive privacy notice detailing all the processing activities you can expect, please visit <https://www.experian.co.za/legal/trust-centre> .