PRIVACY POLICY

EFFECTIVE DATE: 20 FEBRUARY 2025

At **SK Academy**, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data in accordance with the **Protection of Personal Information Act (POPIA), 2013**, and regulations from the Department of Higher Education and Training (DHET), QCTO, MICT SETA, and Services SETA.

1. Introduction

This Privacy Policy applies to all learners, staff, partners, and visitors engaging with Softkings Academy's services, including our website, courses, and administrative processes. By using our services, you consent to the practices described herein.

2. Information We Collect

1. **2.1. Personal Information:** Name, ID number, email address, phone number, postal address, and other details provided during enrollment or inquiries.
2. **2.2. Educational Data:** Academic records, assessments, attendance, and certification details, as required by QCTO and SETA standards.
3. **2.3. Technical Data:** IP address, browser type, and usage data collected via cookies or analytics tools on our website.
4. **2.4. Other Data:** Feedback, survey responses, or correspondence you provide voluntarily.

3. How We Collect Information

1. **3.1. Directly from You:** Through enrollment forms, applications, or communications.
2. **3.2. Automatically:** Via website cookies, logs, and tools like Google Analytics.
3. **3.3. From Third Parties:** From DHET, QCTO, MICT SETA, Services SETA, or payment processors, where legally permitted.

4. How We Use Your Information

1. Administer courses, issue certificates, and manage learner records.

2. Communicate updates, course details, or support services.

3. Comply with DHET, QCTO, and SETA reporting requirements.

4. Enhance our services through analytics and feedback.

5. Ensure the security of our systems and prevent fraud.

5. Information Sharing

We do not sell your data. We may share it with:

1. **5.1. Service Providers:** Trusted vendors (e.g., hosting, payment platforms) under strict confidentiality.

2. **5.2. Regulatory Bodies:** DHET, QCTO, MICT SETA, or Services SETA for accreditation and compliance.

3. **5.3. Legal Authorities:** If required by law or to protect our rights, per POPIA Section 11.

6. Data Security

We use reasonable technical and organizational measures to protect your data from unauthorized access, loss, or misuse, in line with POPIA requirements. However, no system is fully secure, and we cannot guarantee absolute protection.

7. Your Rights

Under POPIA, you may:

1. Request access to your personal information.

2. Correct or update inaccurate data.

3. Object to processing or request deletion, subject to legal obligations.

4. Lodge a complaint with the Information Regulator if dissatisfied.

8. Cookies and Tracking

Our website uses cookies to improve user experience and analyze traffic. You can manage preferences via your browser settings, though disabling cookies may affect certain site functionality.

9. Data Retention

We retain your data only as long as necessary for educational purposes, legal compliance (e.g., NQF records), or as required by DHET and SETA guidelines. Data is securely destroyed thereafter in line with POPIA Section 14.

10. International Transfers

If data is transferred outside South Africa (for example, to international partners such as CompTIA), we ensure compliance with POPIA's cross-border data protection rules.

11. Changes to This Policy

We may update this policy periodically. Changes will be posted on this page, and significant updates may be communicated via email or through our website.

12. Contact Information

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