



South African Pharmacy Council Privacy Notice

1. Introduction

This Privacy Notice applies to the South African Pharmacy Council, a statutory professional health council, established in terms of the Pharmacy Act, 53 of 1974 (“**SAPC**” “**we**” or “**us**”) in respect of all persons that it processes personal information in respect of, including its clients, suppliers, recruitment applicants, third-parties and website visitors (“**you**”). All personal information collected by the SAPC is pursuant to the statutory requirements under the Pharmacy Act.

The SAPC is committed to protecting the confidentiality and privacy of the personal information it processes. This Privacy Notice explains how we process and protect your personal information.

As a South African organisation, all our data processing activities are primarily regulated by the Protection of Personal Information Act, No. 4 of 2013 (“**POPIA**”), as amended from time to time. For the purposes of this Privacy Notice, the terms “personal information” and “process”, are as defined in POPIA.

2. Who we are

We are the South African Pharmacy Council, a statutory professional health council, established in terms of the Pharmacy Act, 53 of 1974. Our offices are situated at the SAPC Building, 591 Belvedere Street, Arcadia, Pretoria, 0083. If you have any queries regarding this website or any of the information or materials contained on it, please contact us by email at customercare@sapc.za.org.

3. Who this privacy notice applies to

This Privacy Notice applies to all persons (both natural and juristic) that the SAPC collects and processes personal information from or about, including but not limited to website visitors, clients, suppliers, employees, consultants and recruitment candidates.

4. Personal Information

POPIA defines personal information as information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

- information relating to the race, gender, sex, pregnancy, marital status, nationality, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- information relating to the education or the medical, financial, criminal or employment history of the person;
- any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- the biometric information of the person;
- the personal opinions, views or preferences of the person;
- correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- the views or opinions of another individual about the person; and
- the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

5. What personal information we may collect and process

While using our website, or engaging with us for any reason, you may be required to provide us with your personal information. This may happen when, for example, you send through an enquiry on a contact form on our website, you contract with us for the provision of any of our services (applications), or you make any financial transactions using the E-Commerce services, or when concluding a contract with us.

In certain instances, you may also be required to provide us with sensitive information that is classified by POPIA as special personal information. The collection of this information from you, when required, will be necessary in order to achieve the purpose that we are collecting and processing it for.

Some of the personal information that we may collect from you, could include:

- Identification details such as name, surname, ID/Passport Number;
- Contact details, such as phone numbers, email addresses, physical and postal addresses;
- Demographical details, such as race, and age groups;
- Financial information, such as account numbers;
- Credit information;
- Background information;
- Qualification information;
- Professional body registration information;
- When visiting our website, anonymised data relating to your location and your browser type, browser version, the pages of our website that you visit, the date and time of your visit, the duration of time spent on the website pages and other applicable statistics which are recorded by Google Analytics to analyse user behaviour on our website. No personally identifiable information is collected at any point;
- When you use one of our contact forms on our website, personal information may be requested and once submitted will be stored in the database of our website.

6. Who we collect your personal information from

Generally, we collect your personal information directly from you. However, in certain circumstances we may also collect your personal information from other sources, where this is necessary to achieve the purpose that such information is being collected for, in terms of the Pharmacy Act.

Generally, the collection of personal information from you and the other sources referred to above is mandatory in order to achieve the purpose for which it is being collected by us (as set out below). We will notify you where the collection of certain personal information is voluntary and not mandatory. The refusal to provide us with the mandatory personal information that we may require, may have an impact on our ability to provide you with our services or to achieve the purpose that we require the personal information for.

7. The purposes that we may use personal information for

We may **collect, use, share and/or generally process** your personal information (including, where applicable your special personal information) for the following purposes ("**Permitted Purposes**"):

- To provide you with our services;
- To comply with all legislative and legal requirements placed on us, which may include, but not be limited to, legislative reporting and document retention periods and where the law requires that information be notified to third parties (such as government institutions or statutory bodies);
- To conclude or perform a contract/application with you, or to take any steps linked to or necessary for the conclusion or performance of a contract/application with you;
- Where necessary, for any purposes which are in our, your, or a third party's legitimate interest;
- To perform general administrative, operational, management and performance functions and activities relating to the operation and running of our business and of our website, and for the purposes of managing our legal and operational affairs;
- For any purposes which are required or authorised by law;

- To respond to requests by government, statutory bodies, a court of law, or law enforcement authorities conducting an investigation;
- For reporting, statistical, analytical, research and historical purposes;
- In relation to the use of our website, to identify, investigate and attend to any technical issues, support and user queries;
- To detect, prevent or deal with any actual or alleged fraud, security breach, or the abuse, misuse or unauthorised use of the website and/or contravention of this Privacy Notice.

We may also **collect, use, share and/or generally process** personal information or data that has been de-identified and/or aggregated, for example statistical or demographic data, for any purpose. Aggregated or de-identified data is not considered personal information in terms of POPIA, as this information is de-identified and does not, directly or indirectly, reveal your identity.

8. Disclosure of your personal information

We value and respect the confidentiality and privacy of the personal information that you entrust us with. We are not in the business of selling your personal information and we will not share or disclose your personal information to anyone except as provided in this Privacy Notice and/or any contracts or terms and conditions of service concluded with us.

By using our website and/or engaging with us for the provision of our services, you acknowledge and agree that we may share your personal information (including, where applicable your special personal information) in the following instances:

- If it is necessary in order to provide you with a service that have you have requested or contracted us to provide or source on your behalf;
- If it is in your legitimate interest;
- If it is necessary for the proper performance of a public law duty by a public body;
- If it is required or authorised by law;
- If you have provided us with your consent;
- With our employees, who may require that information to do their jobs;
- With regulators, government authorities and statutory bodies in connection with our compliance procedures and legal obligations;
- With a third party, in order to enforce or defend our rights, or to address financial or reputational risks.