ECSA

ENGINEERING COUNCIL OF SOUTH AFRICA



An Effective Regulator Assuring Engineering Excellence

COOKIES POLICY

30 SEPTEMBER 2025

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Revision **0** dated **30.09.2025** and consisting of **25** pages has been reviewed for adequacy by the Executive of Corporate and is approved by the Council Committee.

Controls

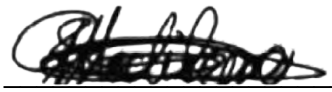
The signatures below certify that this document has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.



The CEO

03 November 2025

Date



The President

03 November 2025

Date

The definitive version of this Policy is available to all ECSA staff and is maintained in PDF format in Document Management System.

Printed copies of this Policy for: Cookies Policy may be issued under controlled conditions (see QM_POL_002) and will be replaced in entirety when any changes or revisions are made

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TERMS, ABRREVIATIONS AND DEFINITONS

TERM AND ABBREVIATION	DEFINITION
Cookies and web- log datasets	Classified as public-internal and registered in the Enterprise Data Catalogue in accordance with the Data Architecture and Modelling
internet cookies	Small files of information that a web server generates and sends to a web browser. Web browsers store the cookies they receive for a predetermined period of time, or for the length of a user's session on a website. They attach the relevant cookies to any future requests the user makes of the web server.
Personal Information	information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to: a. 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 of the person; b. information relating to the education or the medical, financial, criminal or employment history of the person; c. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; d. the biometric information of the person; e. the personal opinions, views or preferences of the person; f. correspondence sent by the person that is implicitly or explicitly of a private or confidential

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	nature or further correspondence that would reveal the contents of the original correspondence; g. the views of opinions of another individual about the person; h. 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;
POPIA	Protection of Personal Information Act, 2013 (Act No. 4 of 2013)
User	A person who uses and accesses the ECSA website and official social media pages
Website	A collection of files accessed through a web address, covering a particular theme or subject, and managed by a particular person or organization.

1. INTRODUCTION

This Cookies Policy serves to ensure compliance with POPIA when using the ECSA website and social media pages.

2. PURPOSE

2.1 To comply with POPIA, a person processing another person's (whether a natural person or juristic person) Personal Information must:

2.1.1 Provide the owner of the Personal Information with a number of details pertaining to the processing of his/her/its Personal Information, before such information is processed; and

2.1.2 Get permission or consent from the owner of such Personal Information to process his/her/its personal information, unless such processing is:

2.1.2.1 Necessary to carry out actions for the conclusion or performance of a

contract to which the owner of the Personal Information is a party;

2.1.2.2 Required to comply with an obligation imposed by law;

2.1.2.3 For a legitimate purpose or is necessary to protect the legitimate interest(s) and/or for pursuing the legitimate interests of the owner of the Personal Information, the person processing the Personal Information or that of a third party to whom the Personal Information is supplied; or

2.1.2.4 Necessary for the proper performance of a public law duty by a public body or on behalf of a public body.

2.1.3 Where any User uses ECSA website, electronic applications, email, electronic services, social media sites and/or services or messaging services, ECSA will have to process such User's Personal Information in accordance with POPIA.

2.1.4 A User's privacy is important to ECSA therefore a User is required to take note of this Policy as it describes how ECSA processes Personal Information, including the receipt, collection, use, disclosure, sharing, retention and, importantly, the protection of a User's Personal Information.

2.1.5 By accessing and using ECSA website, electronic applications, email, electronic services, social media sites and/or services or messaging services, the User acknowledges that they have read and understood this Policy and, where required, provides consent to ECSA to process their Personal Information.

3. SCOPE AND APPLICATION

This Cookies Policy applies to the use of the ECSA website (https://www.ecsa.co.za) (hereinafter referred to as the "Website") as well as ECSA's official social media pages.

4. POLICY STATEMENT

ECSA recognises/ is committed to ensuring that it complies with its obligations under POPIA.

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5. REGULATORY FRAMEWORK AND RELATED POLICIES

5.1 This Policy must be read together with the following:

5.1.1 Constitution of the Republic of South Africa, 1996 ("the Constitution");

5.1.2 Engineering Profession Act, 2000 (Act No. 46 of 2000);

5.1.3 Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997), as amended;

5.1.4 Protection of Personal Information Act, 2013 (Act No.4 of 2013), as amended;

5.1.5 Grievance Policy

5.1.6 Grievance Procedure;

5.1.7 Performance Management Policy

5.1.8 Performance Management Procedure;

5.1.9 Employee Code of Conduct;

5.1.10 Data Governance Framework ; and

5.1.11 Privacy Policy.

6. POLICY PRINCIPLES

ECSA is committed to ensuring that it complies with the various conditions for lawful processing of Personal Information as required by POPIA.

7. ROLES AND RESPONSIBILITIES

Roles and responsibilities in relation to an effective contract management process are outlined herein.

7.1 The Governing Council

7.1.1 The approval and overseeing the implementation of this policy.

7.2 Audit Risk and Compliace Committee (ARC)

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7.2.1 Recommending this policy for approval to the Governing Council.

7.3 **Chief Executive Officer**

7.3.1 Accountable for the protection of Personal Information.

7.3.2 To approve requests for information in terms of PAIA.

7.4 **Information Officer and Deputy Information Officer**

The Information Officer and Deputy Information Officer shall have the following responsibilities: -

7.4.1 Encouragement of compliance, by ECSA, with the conditions for the lawful processing of Personal Information;

7.4.2 Dealing with requests made to the body pursuant to this Act;

7.4.3 Working with the Information Regulator in relation to investigations conducted pursuant to Chapter 6 of the Act in relation to ECSA; and

7.4.4 Ensuring compliance by ECSA with the provisions of the Act.

7.5 **IT Business Unit**

7.5.1 The day-to-day maintenance of electronic systems that stores Personal Information.

7.5.2 Working in conjunction with the Information Officer to ensure that Personal Information is properly managed and appropriately protected for as long as they are required for business and/or legal purposes.

7.5.3 Ensure that appropriate systems, technical and systems procedures manuals are designed for each electronic system that manages and stores Personal Information.

7.5.4 Ensure that there are sufficient security controls to protect Personal Information.

7.5.5 Ensure that back-ups are stored in a secure environment.

7.5.6 Ensure that systems that manage and store records are virus free.

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7.6 **Legal Practitioner**

The Legal Practitioner is responsible for keeping the organisation updated about legal developments including updates and developments relating to legislation which may have an impact on the record keeping, records management practices and overall compliance of ECSA.

8. WHAT PERSONAL INFORMATION DOES ECSA COLLECT AND PROCESS?

8.1 When the User uses ECSA website, ECSA will collect, without detracting from the generality thereof, the following Personal Information that belongs to that person:

8.1.1 General contact and account details (including the User's name and business name, where applicable); contact details (including that User's address, email address and telephone or cellular phone number); identity number or business registration number; name of employer; membership numbers; and account logon details (including password or identifiers and security questions, which may have been allocated to that person).

8.1.2 Device and browser information (including the device identification number and type); network and connection information (including the Internet Service Provider (ISP) and the Internet Protocol (IP) addresses); device and browser identifiers and information (including the device, application, browser type/version, plug-in type and version, operating system, user agent, language, time zone settings and other technical information); advertising identifiers; cookie identifiers and information; and similar data.

8.1.3 Usage information and browsing history, such as usage metrics (including usage rates, occurrences of technical errors, diagnostic reports, settings preferences, backup information, API calls and other logs); content interactions (including searches, views, downloads, prints, shares, streams and display/playback details); user journey history (including clickstreams, page navigation, URLs, timestamps, content viewed or searched for, page response times, page interaction information such as scrolling, clicks and mouse-overs, and download

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errors); advertising interactions (including when and how a User interacts with marketing and advertising materials, click rates, purchases or the next steps may make after seeing an advertisement and marketing preferences); and similar data.

8.1.4 Location data, such as the location of the User's device; his/her household; and similar location data.

8.1.5 Demographic information, such as country; preferred language; age and date of birth; marital status; gender; physical characteristics; and personal or household/familial financial status and metrics.

8.1.6 Credit history, under and in terms of a credit application or application to do business, if concluded online.

8.1.7 Vehicle details, where access to ECSA facilities is required.

8.1.8 Serial numbers of assets and/or devices, where access to ECSA facilities or website is required.

8.1.9 Billing and account related details for billing and payment purposes, including credit card details, debit card details, expiration dates as well as shipping and billing addresses.

8.1.10 Opinions and preferences.

8.1.11 The User's image, such as still pictures, video, voice and other similar data.

8.1.12 Social media and online content, such as information placed or posted on social media, online profiles, online posts and similar data.

9. HOW ECSA COLLECTS INFORMATION

9.1 ECSA collects the Personal Information detailed above about a person or juristic person and any other parties whose details the User provides to ECSA, when the User uses and accesses the website including any access to such website to:

9.1.1 Make enquiries about ECSA or its services, affiliates, service providers or business partners;

9.1.2 Use ECSA services, especially any eServices that are available or accessible via ECSA's website, and to allow ECSA to send details regarding any request or requirement that you have asked of us, including any confirmation of a request;

9.1.3 Complete online forms, including call-back requests;

9.1.4 Make payments;

9.1.5 Take part in surveys, post content on ECSA message boards or post on any blogs;

9.1.6 Enter any competitions or prize draws;

9.1.7 Register to attend one of our events;

9.1.8 Look for, locate, read and/or download information or publications about ECSA or its related companies and trading partners;

9.1.9 Request or sign up for or view marketing material;

9.1.10 Perform contractual terms or enforce contractual rights;

9.1.11 Obtain details of our terms, conditions, policies and procedures, and enforce and apply same;

9.1.12 Participate in any interactive areas that appear on ECSA website;

9.1.13 Interact with ECSA, its affiliates, service providers, business partners or others;

9.1.14 Provide ECSA with or update any of the User's Personal Information;

9.1.15 Send ECSA an email; and

9.1.16 Click on a link in an email, advertisement or communication received from ECSA.

9.2 ECSA will also collect a User's Personal Information where that User only partially completes and/or abandon any information inputted into ECSA website, including online forms; and ECSA may use this information to contact the User to remind them to complete any outstanding information and/or for marketing, research or analysis purposes.

9.3 ECSA will also collect a User's Personal Information from their own devices, including

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mobile devices and/or the devices that they use to access ECSA website, which information is collected using cookies or similar technologies, as described and set out under clause 9.2 below.

9.4 ECSA may enhance Personal Information it collects from the User with information ECSA obtains from third parties that are entitled to share that information, for example, information from credit agencies, search information providers or public sources, for any lawful purposes that include due diligence, but in each case as permitted by applicable laws.

10. PURPOSES FOR THE COLLECTION AND USE OF INFORMATION

10.1 The Personal Information set out under clause 8 above and which the User provides to ECSA is used for the following purposes:

10.1.1 To provide any information to the User that they may have requested (legitimate purpose);

10.1.2 To provide the User with any organisational information or services that they have enquired about and/or requested (legitimate and contractual purposes);

10.1.3 For the performance of or legal obligations, statutory mandate and/or contractual terms, or the enforcement of same (legitimate and contractual purposes);

10.1.4 To provide the User with the details of ECSA's terms, conditions, policies and procedures and to enforce and apply same (legitimate and contractual purposes);

10.1.5 To provide, maintain, protect and improve ECSA website, ECSA services and products (legitimate purpose);

10.1.6 To manage and administer ECSA services or products the User may have asked ECSA to provide them with (legitimate and contractual purposes);

10.1.7 To manage ECSA's relationship with the person, for example, statutory, public and support services or activities (legitimate and contractual purposes);

10.1.8 To provide the User with any information that ECSA are required to send to them in order to comply with ECSA's legal, regulatory, contractual or service

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obligations (legitimate, lawful and contractual purposes);

10.1.9 To deliver targeted advertising, marketing (including in-product messaging) or information that ECSA may find useful, based on their use of the website or ECSA services, in their capacity as their stakeholder, or which has been obtained in the context of their registration and where they have agreed to receive such content; or to provide them with location-based services (for example, advertising and other personalised content), where ECSA collects geo-location data (legitimate and contractual purposes);

10.1.10 To deliver joint content and services with third parties with whom the User have a separate relationship (legitimate and contractual purposes);

10.1.11 To detect, prevent, investigate or remediate crime, illegal or prohibited activities, inclusive of improper conduct, or to otherwise protect ECSA's legal rights, including liaising with regulators and law enforcement agencies for these purposes (legitimate and lawful purposes);

10.1.12 To contact the User to see if they would like to take part in ECSA's stakeholder or user research, for example, feedback on the use of ECSA website, products and services (legitimate purpose);

10.1.13 To monitor, measure, improve and protect ECSA's content, website and services, and provide an enhanced, personal user experience for a user (legitimate purpose);

10.1.14 To compare information for accuracy and verify it with third parties (legitimate purpose);

10.1.15 To manage and administer the User's use of ECSA website, products and services (legitimate, lawful and contractual purposes);

10.1.16 To undertake an internal testing of ECSA website and services, to test and improve their security, provision and performance (legitimate, lawful and contractual purposes);

10.1.17 To monitor and carry out statistical analysis and benchmarking, provided that in such circumstances it is on an aggregated basis that will not be linked back to

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the User or any living individual (legitimate, lawful and contractual purposes);

10.1.18 For data analytics and benchmarking, to carry out research and development to improve our company services, products and website (legitimate, lawful and contractual purposes); and

10.1.19 To develop and provide new and existing functionality and services, including statistical analysis, benchmarking and forecasting services (legitimate, lawful and contractual purposes).

10.2 ECSA's website may contain technology (including cookies) that enables ECSA to:

10.2.1 Check for specific information, from the User's device or systems, that is directly relevant to their use of the website against ECSA's records, to make sure the website is being used in accordance with ECSA end-user agreements and to troubleshoot any problems (legitimate, lawful and contractual purposes);

10.2.2 Obtain information relating to any technical errors or other issues with ECSA website (legitimate purpose);

10.2.3 Collect information about how the User and other users use the functions of the features of ECSA website (legitimate, lawful and contractual purposes); and

10.2.4 Gather statistical information about the operating system and environment from which the User access ECSA website, applications or services (legitimate, lawful and contractual purposes).

10.3 Where the User is not happy with the types of processing detailed under clause 10.2 above, then they can opt out of these processing types by managing their cookies and privacy settings within their browser or on ECSA website (where applicable).

10.4 ECSA may monitor and record any communications that it holds from the User when using the website, for quality assurance purposes, evidential purposes and to meet ECSA's legal and regulatory obligations generally.

11. SHARING USER INFORMATION

11.1 ECSA may share the User's information with:

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11.1.1 Any ECSA employee, accredited professional bodies, local and international regulators and other spheres of the South African government, for the purposes set out in this Policy (e.g. global information and registrants-membership management; software and service compatibility and improvements; or to provide the User with any information, applications, products or services that they have requested).

11.1.2 ECSA's service providers and agents (including their subcontractors) or third parties that process information on ECSA's behalf (e.g. affiliates, internet service and platform providers, payment processing providers and those service providers or organisations that ECSA engages to help them provide the User with ECSA services or to send communications to them);

11.1.3 ECSA's service providers, including system implementers, independent software vendors and developers that may help provide the User with website, products and services information they have requested or which ECSA believes is of interest to them;

11.1.4 Third parties used to facilitate payment transactions, for example, clearing houses, clearing systems, financial institutions and transaction beneficiaries;

11.1.5 Third parties, where the User has a relationship with that third party and they have consented to ECSA sending information to such party;

11.1.6 Third parties for marketing purposes (e.g. third parties with whom ECSA works or collaborates and whose products/services ECSA thinks will interest the User in the operation of their business activities);

11.1.7 Various verification agencies, including credit reference and fraud prevention agencies;

11.1.8 Regulators, to meet legal and regulatory obligations;

11.1.9 Law enforcement agencies so that they may detect or prevent crime or prosecute offenders;

11.1.10 Any third party in the context of actual or threatened legal proceedings, provided ECSA can do so lawfully (for example, in response to a court order);

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11.1.11 Any third party, to meet ECSA's legal and regulatory obligations, including statutory or regulatory reporting or the detection or prevention of unlawful acts;

11.1.12 ECSA's own professional advisors, including attorneys and auditors, for the purpose of seeking professional advice or to meet our audit or legal responsibilities;

11.1.13 Another organisation, if ECSA procures (or negotiate to procure) any service or assets;

11.1.14 Another organisation to whom ECSA may transfer its agreement with the User and

11.1.15 Government departments or entities, where reporting is mandatory under applicable law.

11.2 ECSA may share non-personal identifiable information about the use of its website, products or services publicly or with third parties, but this will not include information that can be used to identify the person.

11.3 Where ECSA shares or disclose the User's Personal Information, as described above, such sharing and/or disclosure will always be subject to an agreement that will be concluded between ECSA and the party to whom ECSA discloses the User's Personal Information, which contractually obliges the recipient of their Personal Information to comply with strict confidentiality and data security conditions.

11.4 Where the Personal Information is transferred to a recipient that is situated outside South Africa, the Personal Information will only be transferred to those recipients who are in countries that have similar data privacy laws in place; or, in the absence of similar data privacy laws, where the recipient of the Personal Information concludes an agreement that contractually obliges the recipient to comply with strict confidentiality and data security conditions and which, in particular, will be no lesser set of standards than those imposed by POPIA.

11.5 By using ECSA website, or by interacting with ECSA in the ways described in this Policy, the consents to the transfer of their Personal Information to other parties in the circumstances set out herein. If the User does not want their information to be shared

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and/or transferred in such a manner, they should not use ECSA website.

12. MARKETING

12.1 From time to time, ECSA may use the User's information to contact them to deliver targeted advertising, promotion or information that they may find useful, based on their use of the website or ECSA services, in their capacity as ECSA stakeholders or which has been obtained where the User has agreed, by providing ECSA with their details, (as requested by us), to such advertising or promotions.

12.2 ECSA may wish to contact the User for the purpose of advertising and promotions by telephone, post, MMS, WhatsApp, SMS or email.

12.3 The User has the right, at any time, to stop ECSA from contacting them for these advertising and promotion purposes.

12.4 The User may also request, at any time, that ECSA not share their information with third parties.

12.5 All opt-in/opt-out events are logged in the CRM consent tables governed by the Data Quality, Security & Privacy Policy, and retained in accordance with the Retention & Lifecycle Policy for a minimum of five years to support audit and legal-hold requirements.

12.6 If the User wishes to exercise these rights, they can do so by selecting and changing their contact preferences at the point where they provide ECSA with their information on its website.

12.7 The User can also unsubscribe from any email marketing using the required opt-out links provided in the emails ECSA sends to them.

13. SOCIAL MEDIA AND OTHER THIRD-PARTY PLATFORMS

13.1 When the Userlinks onto social media forums, such as those on Facebook, Twitter, Instagram, LinkedIn and YouTube, among others, which may have a reference to ECSA, please note that these are not ECSA platforms and the use of these platforms will be

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subject to the relevant platform owners' own privacy policies; and ECSA takes no responsibility for their use of those platforms.

13.2 Where the ECSA website may contain links to third-party websites, if the User follows these links they will exit the ECSA website and the use of these websites will be subject to the relevant platform owners' own privacy Policies.

13.3 Where the User responds to communication ECSA posts on third-party platforms, such as Facebook, Google and Twitter, LinkedIn, Instagram and YouTube their Personal Information may be shared with those third party platforms for the purposes of providing them with targeted advertising via the relevant third-party platform, based on their provided profile/interests.

13.4 While these third-party websites are selected with care, ECSA cannot accept liability for the use of their Personal Information by these organisations. However, the User can control what advertisements they receive by using the privacy settings on the relevant third party's platform.

13.5 Aggregated, de-identified website-usage and social-media metrics are streamed to the corporate Data Warehouse for KPI reporting under the Data-Warehouse BI & Unstructured Data Policy; all personal identifiers are removed at source.

14. PROCESSING OF CHILDREN'S PERSONAL DATA

14.1 Any User who accesses the ECSA website and is under the age of 18 may only do so with the consent of their parent or legal guardian. If ECSA determines upon collection that any User accessing the website is under the age of 18, and has not provided a parent/guardian's consent, ECSA will not use or maintain his/her Personal Information.

15. LAWFUL REASONS FOR PROCESSING INFORMATION AND THE REQUIREMENTS FOR CONSENT WHERE NO LAWFUL REASON CAN BE SHOWN

15.1 In terms of POPIA, consent to process the User's Personal Information is not required where there is a lawful reason for such processing, including where:

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15.1.1 It is necessary to carry out actions for the conclusion or performance of a contract to which the owner is a party;

15.1.2 It is required to comply with an obligation imposed by law; or

15.1.3 It is for a legitimate purpose or is necessary to protect the legitimate interest(s) and/or for pursuing the legitimate interests of:-

15.1.3.1 the owner of the personal information;

15.1.3.2 the User processing the personal information; or

15.1.3.3 that of a third party to whom the personal information is supplied; or

15.2 It is necessary for the proper performance of a public law duty by a public body or on behalf of a public body. Where a lawful reason cannot be met or shown for any specific processing detailed under this Policy, then the User's consent to such processing is required. Following this, where their consent is required for the processing of their Personal Information, the provision of the required Personal Information in such instances by them, to ECSA, will be taken as their indication that ECSA may process their Personal Information, which consent they may at any time withdraw in the prescribed manner and form, but which withdrawal may affect their ongoing ability to optimally use the website and related ECSA products and services.

16. SECURITY AND STORAGE OF INFORMATION

16.1 ECSA will use its best endeavours to keep the User's Personal Information secure by taking appropriate technical and organisational measures against any unauthorised or unlawful processing and any accidental loss, destruction or damage. Controls are implemented in accordance with ECSA's Data Quality, Security & Privacy Policy, including AES-256 encryption at rest, TLS 1.3 in transit, Zero-Trust network access, Multi-Factor Authentication, and a one-hour incident-response SLA.

16.2 While ECSA will use its best endeavours, as indicated above, to protect the User's Personal Information, please note that no method of transmission over the internet or electronic storage is 100% secure; and, in light of this, ECSA cannot guarantee the

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security of the User's Personal Information which is transmitted via ECSA website or other websites, applications and services through an internet or similar connection. Therefore, while ECSA strive to use commercially acceptable measures designed to protect Personal Information, it cannot guarantee its absolute security.

16.3 Where ECSA has given the person, or the User has chosen, a password to access certain areas of the ECSA website, please keep this password safe and do not share it with anyone.

16.4 Once the Personal Information is no longer required, due to the fact that the purpose for which the Personal Information is held has come to an end, such Personal Information will be retained in accordance with ECSA's Retention Policy, which varies depending on the type of processing, the purpose for such processing, the business function, record classes and record types.

16.5 Retention periods for cookies, session logs and marketing lists are stipulated in the Retention Policy and states the following:

16.5.1 Session cookies: 6 months;

16.5.2 Analytics cookies: 2 years;

16.5.3 Marketing lists: as per user consent, up to 5 years.

16.6 ECSA calculates retention periods and reserves the right to retain Personal Information for the periods that the Personal Information is needed – to:

16.6.1 Fulfil the purposes described in this Policy;

16.6.2 Meet the timelines determined or recommended by regulators, professional bodies or associations;

16.6.3 Comply with applicable laws, legal holds and other legal obligations (including contractual obligations); and

16.6.4 Comply with the User's requests.

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17. OTHER SITES AND SOCIAL MEDIA

17.1 If a User follows a link from the ECSA website to another site or service, this Policy will no longer apply.

17.2 ECSA is not responsible for the information-handling practices of third-party sites or services, and they encourage persons to read the privacy Policies appearing on those sites or services.

17.3 ECSA's website may enable one to share information with social media sites, or use social media sites to create an account or connect their social media account. Those social media sites may automatically provide ECSA with access to certain Personal Information they have retained about them (for example, any content they have viewed). They should be able to manage their privacy settings from within their own third-party social media account(s) to filter what Personal Information they enable ECSA to access from that account.

18. WHEN THE USER PROVIDES ECSA WITH INFORMATION ABOUT OTHERS

18.1 If the User provides ECSA with Personal Information about someone else, they warrant that they have consent to provide ECSA with such third-party information and indemnify and holds ECSA harmless against any losses or damages in the event that such consent is not in place.

19. RIGHTS

19.1 The person, as a Data Subject, have certain rights, which are detailed below.

19.1.1 The right of access: the User may ask ECSA (free of charge) to confirm that ECSA holds their Personal Information, or request ECSA to provide them with details (at a fee) on how ECSA has processed their Personal Information, which request must be done by following the process set out in ECSA's Promotion of Access to Information (PAIA) Manual, which can be accessed through their website.

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19.1.2 The right to rectification: the User has the right to ask ECSA to update or rectify any inaccurate Personal Information of theirs that ECSA holds, and this can be done by accessing the update/rectification request. All web-captured data is profiled against the six Data-Quality dimensions (accuracy, completeness, consistency, timeliness, validity, integrity) as defined in the duplicate records are identified and merged or deleted within 30 days, with a remediation log maintained.

19.1.3 The right to object to and restrict further processing: Where ECSA does not need their consent to process their Personal Information, but they are not in agreement with such processing, the User may lodge an objection to such processing by accessing the objection request.

19.1.4 The right to withdraw consent: Where a User have provided ECSA with consent to process their Personal Information, they may also have the right to subsequently withdraw their consent by accessing the withdrawal of consent request.

19.2 These rights may be exercised by using the relevant forms that are found on the ECSA website.

20. CHANGES TO THIS COOKIES POLICY

20.1 As ECSA changes over time, this Policy is expected to change as well.

20.2 ECSA reserves the right to amend this Policy at any time, for any reason and without Policy to that User other than the posting of the updated processing Policy on the ECSA website.

20.3 Therefore, ECSA requests that the User visits their website frequently, to keep abreast of any changes.

21. PROCESSING OTHER PERSONS' PERSONAL INFORMATION

21.1 If the User processes another's Personal Information on the ECSA's behalf, or that

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which ECSA provides to them to perform their contractual/legal obligations or to protect any legitimate interest, they will:

21.1.1 If the User is processing such Personal Information as ECSA's Operator, as defined under POPIA, process all and any such Personal Information in compliance with the obligations set out under our standard "Operator Agreement" found on our website; or

21.1.2 Where not acting as an Operator, nonetheless keep such information confidential and secure, as per POPIA; and the User will not, unless authorised to do so, process, publish, make accessible or use in any other way such Personal Information, unless in the course and scope of your duties, and only for the purpose for which the information has been received and granted to them, and related to the duties assigned to them.

22. COMPLIANTS OR QUERIES: CONTACT ECSA

22.1 Any comments, questions or suggestions about this Policy or ECSA handling of the User's Personal Information should be emailed to the following:

Information Officer

Name: Dr Bridget Ssamula

Address: 1st Floor, Waterview Corner Building, 2 Ernest Oppenheimer Avenue, Bruma Lake Office Park, Bruma, Johannesburg, 2198

Tel: 011 607 9500

Email: popia@ecsa.co.za

Deputy Information Officer

Name: Ms Eugenia Makgabo

Address: 1st Floor, Waterview Corner Building, 2 Ernest Oppenheimer Avenue, Bruma Lake Office Park, Bruma, Johannesburg, 2198

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Tel: 011 607 9500

Email: popia@ecsa.co.za

22.2 Should the User wish to discuss a complaint, they must contact ECSA using the details provided above. All complaints will be treated in a confidential manner.

22.3 ECSA's business hours are 8h30am-4h30pm GMT, Monday to Friday, except on public holidays.

22.4 Should the User be unsatisfied with ECSA handling of their Personal Information, or about any complaint that they have made to ECSA, they are entitled to escalate their complaint to the South African Information Regulator that can be contacted at https://www.justice.gov.za/inforeg/

23. ACCEPTANCE AND BINDING NATURE OF THIS DOCUMENT

23.1 By visiting ECSA website and, where applicable, by providing ECSA with their Personal Information:

23.1.1 The User acknowledge that they understand why their Personal Information needs to be processed;

23.1.2 The User accepts the terms that will apply to such processing, including the terms applicable to the cross-border transfer of such Personal Information; and

23.1.3 Where consent is required for any processing, as reflected in this processing Policy, the User agrees that ECSA may process this particular Personal Information.

23.2 Where the User provides ECSA with another person's Personal Information for processing, they confirm that they have obtained the required permission from such person(s) to provide ECSA with their Personal Information for processing.

23.3 The rights and obligations of the parties under this processing Policy will be binding on, and will be of benefit to, each of the party's successors in title and/or assigned, where

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applicable.

23.4 Should any of the Personal Information concern or pertain to a legal entity that the User represent, they confirm that they have the necessary authority to act on behalf of such legal entity and that they have the right to provide the Personal Information and/or the required permissions in respect of the processing of that organisation or entity's Personal Information.

24. REVIEW HISTORY

24.1 This Policy shall be reviewed every three (3) years or whenever changes are required to align with the business needs, legislative or regulatory requirements. Revisions to the Policy shall be submitted for consideration and approval by the ECSA Governing Council.

Revision Number	Revision Date	Revision Details	Approved By
00	30/09/2025	New Document	Governing Council

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