

## Moonstone Information Refinery (Pty) Ltd - Privacy Notice

This privacy notice provides details of the personal information we collect from you, what we do with it, how you might access it and who it might be shared with.

### Our Organisation

Moonstone Information Refinery (Pty) Ltd  
 25 Quantum Street  
 Techno Park, Stellenbosch  
 7600  
 South Africa  
 Telephone: 021 883 8000  
 Organisation Email: [Info.officer@moonstoneinfo.com](mailto:Info.officer@moonstoneinfo.com)

### What we do with your personal information

We use your personal information only for the purpose for which it is collected. Among others, this purpose could be to provide a service, assist us with administration, recruit prospective employees or even to comply with a legal obligation. We may use your personal information for other similar purposes, including marketing and communications, but that will only occur in the case where we have your consent or another lawful justification for doing so.

From our **Examination Candidates** we collect, use and retain personal information for the following purposes, with the applicable lawful basis:

Processing purpose	Lawful basis
Examination Paper Generation	S11 - We, the Responsible Party must comply with a legal obligation
Marking of Examination Papers	S11 - We, the Responsible Party must comply with a legal obligation
Receipt and collation of Examination Results	S11 - We, the Responsible Party must comply with a legal obligation
Upload and confirmation of Examination Bookings	S11 - We, the Responsible Party must comply with a legal obligation
Appeals and Remarks	S11 - We, the Responsible Party must comply with a legal obligation
Online Examinations	S11 - To conclude or perform a contract to which the data subject is party
Covid19 Self-Declaration Forms	S11 - We, the Responsible Party must comply with a legal obligation
Exam bubble sheets/Complaints and authentication forms/Invigilator reports/Updated attendance registers	S11 - We, the Responsible Party must comply with a legal obligation
Registration for Regulatory Examinations	S11 - We, the Responsible Party must comply with a legal obligation

From our **Invigilators** we collect, use and retain personal information for the following purposes, with the applicable lawful basis:

Processing purpose	Lawful basis
Administration relating to Invigilators and Independent Contractors	S11 - To conclude or perform a contract to which the data subject is party

From our **Service Providers** we collect, use and retain personal information for the following purposes, with the applicable lawful basis:

Processing purpose	Lawful basis
Auditing and taxation services	S11 - We, the Responsible Party must comply with a legal obligation
Supplier services, payments and administration	S11 - To conclude or perform a contract to which the data subject is party

From our **Customers / Clients** we collect, use and retain personal information for the following purposes, with the applicable lawful basis:

Processing purpose	Lawful basis
Business advisory services	S11 - To conclude or perform a contract to which the data subject is party
Auditing and taxation services	S11 - We, the Responsible Party must comply with a legal obligation
Customer sales, service and support	S11 - To conclude or perform a contract to which the data subject is party
Arrear Accounts	S11 - To conclude or perform a contract to which the data subject is party
Newsletter subscription	S11 - We have the data subject's consent
Media Kit Brochure Downloading	S11 - We have the data subject's consent
Careers Advertising	S11 - To conclude or perform a contract to which the data subject is party
Employment Applications	S11 - We have the data subject's consent
Contact Us page	S11 - We have the data subject's consent

Workforce Solutions consultation bookings S11 - We have the data subject's consent

### **What personal information do we collect?**

We only collect the minimum amount of personal information that is relevant to the processing purpose. If you interact with us on the internet, the personal information we collect depends on whether you only visit our website or, if you make use of our services. If you visit our website, your browser transmits some data automatically, such as your browsing times, the data transmitted and your IP address.

If you make use of our services, your personal information is required to fulfil the requirements of that service and enable us to meet the obligations stipulated in the underlying contractual agreement.

Generally, we collect the following personal information *where applicable*:

- Gender
- Marriage Certificates
- Occupational Category
- Employment Details
- Physical address
- Identification Number
- Telephone number
- Location information
- Name, together with other identifying information
- Financial & banking details
- Company Registration Number
- CIPC Documentation
- BEE Certificates
- Tax Certificates
- EMP201
- Salary information
- Driver's Licence
- Professional referees
- VAT Number
- FSP Number
- Source URL
- User Agent
- User IP
- Billing Information

- SDL Number
- Education history
- Employment history
- Email address

*Special personal information* could be about your health, your racial or ethnic origin, your trade union membership, political persuasion, biometric information or criminal behaviour. We collect the following special personal information, on the appropriate lawful basis.:

- Health or sex life
  - S27 - For the establishment, exercise or defence of a right or obligation in law
- Race or ethnic origin
  - S27 - For the establishment, exercise or defence of a right or obligation in law

**Where applicable, we collect your personal information from the following indirect sources:**

<b>Data subject type</b>	<b>Personal information type</b>	<b>Indirect source name</b>
Examination Candidates	Occupational Category	If the Company completes a Bulk Import Form, Occupational Category is obtained from that Company.
Examination Candidates	Employment Details	If the Company completes a Bulk Import Form, Employment Details are obtained from that Company.
Examination Candidates	Physical address	If the Company completes a Bulk Import Form, Physical address is obtained from that Company.
Examination Candidates	Identification Number	If the Company completes a Bulk Import Form, ID number is obtained from that Company.
Examination Candidates	Telephone number	If the Company completes a Bulk Import Form, Telephone number is obtained from that Company.
Examination Candidates	Location information	If the Company completes a Bulk Import Form, Location information is obtained from that Company.
Examination Candidates	Name, together with other identifying information	If the Company completes a Bulk Import Form, Name, together with other identifying information is obtained from that Company.
<b>Data subject type</b>	<b>Special personal information type</b>	<b>Indirect source name</b>
Examination Candidates	Health or sex life	If the Company completes a Bulk Import Form, Health or sex life is obtained from that Company.
Examination Candidates	Race or ethnic origin	If the Company completes a Bulk Import Form, Race or ethnic origin is obtained from that Company.

### **Who might we share your personal information with?**

To maintain and improve our services, your personal information may need to be shared with or disclosed to our service providers, other organisations such as ours or, in some cases, public or legal authorities.

**Where applicable, we transfer personal information to the following organisations and countries:**

<b>Data subject type</b>	<b>Organisation name</b>	<b>Type</b>	<b>Country</b>
Examination Candidates	Financial Sector Conduct Authority (FSCA)	Responsible Party	South Africa
Examination Candidates	Invigilators	Operator	South Africa
Examination Candidates	Satellite Venues	Responsible Party	South Africa
Invigilators	Moonstone Information Refinery (Pty) Ltd	Responsible Party	South Africa
Service Providers	Sage Pastel	Operator	South Africa
Service Providers	Serr Sunergy	Responsible Party	South Africa
Service Providers	Theron Du Plessis Chartered Accountants	Responsible Party	South Africa
Customers / Clients	Clikit Media	Operator	South Africa
Customers / Clients	Conversion Advantage	Operator	South Africa
Customers / Clients	De Kock and Associates Attorneys	Responsible Party	South Africa
Customers / Clients	Department of Employment and Labour (DOL)	Responsible Party	South Africa
Customers / Clients	Relevant Banking Institutions	Responsible Party	South Africa
Customers / Clients	Sage Pastel	Operator	South Africa
Customers / Clients	Sector Education and Training Authority/ies	Responsible Party	South Africa
Customers / Clients	Theron Du Plessis Chartered Accountants	Responsible Party	South Africa
Customers / Clients	This Side Up Media	Operator	South Africa

If we transfer your personal information outside of South Africa, we apply the necessary safeguards which include confirming whether the receiving country has the proper data protection law, ensuring that there is a binding

agreement between parties or, if the transfer is internal to our organisation, commitment to binding corporate rules. Details of these safeguards may be obtained by contacting us directly.

### **How do we look after personal information?**

We limit the amount of personal information collected to only what is fit for the purposes as described above. We restrict, secure and control all our information assets against unauthorised access, damage, loss or destruction - whether physical or electronic. While in our possession, together with your assistance, we try to maintain the accuracy of your personal information.

### **How can you access your personal information?**

You have the right to request access to any of your personal information we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information, you may request that we stop using it or even delete it completely.

**If you would like to make a request to see what personal information of yours we might hold, or object to the processing of your personal information, you may make a request from our organisation website or contact us as per the details above**

Where you have previously given your consent to process your personal information, you also have the right to request that we transmit your personal information to a different service provider.

Where it may have been necessary to get your consent to use your personal information, at any moment, you have the right to withdraw that consent. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on consent before your withdrawal.

### **Our Information Officer**

Hjalmar Bekker  
Info.officer@moonstoneinfo.com  
Telephone: 021 883 8000

### **The SA Information Regulator**

You have the right to lodge a complaint with the SA Information Regulator. See the Information Regulator contact details below:

The Information Regulator (South Africa)  
PO Box 31533  
Braamfontein  
27 Stiemens St  
Braamfontein  
E-mail address: complaints.IR@justice.gov.za / infoereg@justice.gov.za