

**CUSTOMER PRIVACY NOTICE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (POPIA).

At the Association of Christian Schools International Southern Africa, we are committed to protecting your privacy. Ensuring that your personal information is collected and used properly, lawfully and transparently on all platforms.

**About the ACSI.**

The Association of Christian Schools International (ACSI) is a global Christian Educational Organisation. We advance excellence in Christian Schools by enhancing the professional and personal development of Christian Educators and providing vital support functions for Christian Schools. ACSI was founded in 1978 in the USA, with our Head Office in Colorado Springs, and offices in 106 countries worldwide assisting more than 25 000 Christian schools that include 5, 5 million students globally.

ACSI Southern Africa supports independent Christian schools in Southern Africa, with our vision to strengthen Christian schools and to equip Christian educators as they prepare students academically and inspire them to become devoted followers of Jesus Christ. Our mission is to unite, equip, and strengthen Christian schools worldwide.

At ACSI, everything we do starts with this belief: In Christ, we are stronger together. ACSI Southern Africa is a registered Non-Profit Company: Registration number 2001/030186/08 and is governed by a Board of Directors. We also hold NPO and PBO registration

**Information we collect.**

We collect and process personal information, contact details and school/organisational details. Collecting this information allows ACSI to communicate to each stakeholder regarding certain news, resources and general content when needed.

Information is collected directly from each stakeholder from their registration and partnership forms. Where possible, ACSI will inform each stakeholder of what information is required and what information is optional. Cookies are activated on the ACSI website, enabling ACSI to collect and keep records of standard internet user activity.

**How we use your information**

ACSI uses the information as per the terms and conditions agreed to by each stakeholder.

For example:

- Contact information for service-related communication;
- Identity verification to determine authorisation and security purposes;
- Market and customer satisfaction research
- Statistical analysis;
- Audit and record-keeping purposes;
- Networking.

## Disclosure of information

ACSI may disclose a stakeholder's personal information to service providers who are involved in the delivery of products or services. Before information is disclosed to any service provider, they are informed and required to comply with the ACSI privacy agreement.

We may also disclose the following information:

- Where ACSI has a duty or a right to disclose in terms of law or industry codes;
- Where ACSI believes it is necessary to protect their rights.

## Information security

ACSI is legally obliged to provide adequate protection for all the personal information collected and to stop unauthorized access and use of personal information. ACSI will continually review security controls related to processes ensuring all personal information remains protected.

ACSI security policies and procedures cover:

- Physical security;
- Computer and network security;
- Access to personal information;
- Secure communications;
- Security subcontracting activities or functions;
- Retention and disposal of information;
- Acceptable usage of personal information;
- Governance and regulatory issues;
- Monitoring access and usage of private information;
- Investigating and reacting to security incidents.

All subcontractors need to comply with appropriate security, privacy and confidentiality obligations to ensure that all personal information ACSI is responsible for, is kept secure.

## Stakeholder rights: Access to information

All stakeholders have the right to request a copy of their personal information collected by ACSI. To request a copy, simply contact ACSI at the numbers/addresses displayed on [www.acsi.co.za](http://www.acsi.co.za) and specify what information is required. Before the information can be sent, ACSI will need a copy of your ID to confirm the identity of the stakeholder.

## Correction of your information

All stakeholders have the right to ask ACSI to update, correct or delete their personal information. Before the requested changes can be made ACSI will need a copy of your ID to confirm the identity of the stakeholder. Please ensure all personal information submitted to ACSI is accurate.

## Definition of personal information

According to the Act **personal information** is defined as, information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, COR Concepts also include the following items as personal information:

- All addresses including residential, postal and email addresses.

- Change of name – for which ACSI requires copies of the marriage certificate or official change of name document issued by the state department.

### **How to contact us**

Please contact ACSI at the numbers/addresses listed on [www.acsi.co.za](http://www.acsi.co.za) for any queries such as

- More information about this notice;
- Further information about the ACSI privacy practices
- How to withdraw consent;
- Exercise preferences, access or correct your personal information,

### **Prescribed Forms**

- Form 02: Request for Access to Record [Regulation 7]- Public & Private Bodies. [Click Here](#)
- Form 03: Outcome of request and of fees payable [Regulation 8]- Public & Private Bodies. [Click Here](#)