



PRIVACY NOTICE

In compliance with the Protection of Personal Information Act No 4 of 2013, the South Africa Guide Dog Association for the Blind (GDA) Privacy Notice provides details of the personal information we collect from our Data Subjects, what we do with it, how you may access it and with whom it might be shared.

Our Data Subjects are listed as:

Applicant Student
Student
Applicant Client
Client
Sponsor
Applicant Dog Owner
Dog Owner
Parent / Guardian
Applicant Puppy Raiser
Puppy Raiser
Volunteer
Testator, Fund Manager and Executor
Company Representatives
Social Clubs
Parliamentary Representative
Publishers/Journalists
Donor
Potential Donor/Sponsor
Customers
Applicant Employees
Providers of goods and services

Parents/ Legal Guardians

As an organisation that provides Guide / Service/ Autism Support dogs, we do interact with minors. In order for minors (children under 18 years old) to make use of our services, we need to use their personal information. In order to use the personal information we are required by law to obtain the consent of the competent person who may be a parent or legal guardian.

We use our Data Subject's personal information only for the purpose for which it is collected, which is detailed in the table below.

Types of Personal Information processed by Guide Dog Association

We have grouped the type of PI collected from the various Data Subjects and it is listed as follows:

Banking and Financial Details
Cell Phone Number
Company Name and Registration Number

Johannesburg
Cape Town
Durban

T +27(0)11 705 3512 126 Wroxham Road, Paulshof, 2191
T +27(0)21 674 7395 89 Belvedere Road, Claremont, 7740
T +27(0)82 875 6244 54 St. Andrews Drive, Durban North, 4051
info@guidedog.org.za guidedog.org.za





Confidential Information
Date of Birth
Email Address
Employment History
ID Number
Marital Status
Name and Surname
Passport Number
Personal Tax Number
Photographs/Images
Physical Address
Postal Address
Qualifications/ Certificates
Signature
Vat Number

Special personal information could be about your health, your racial or ethnic origin, your trade union membership etc.

Health and Medical Conditions
Disability
Race
Sex/Gender
Biometrics (Finger Prints)

From an **Applicant Student** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Records related to this process: Application Form, Curriculum Vitae.

Processing Purpose	Lawful Basis	Retention Period
Student Application to the Orientation and Mobility College	We have the data subject's consent (Application Form and Curriculum Vitae)	Until no longer needed for the purpose of the Data Subject's access
Conduct Interviews	We have the data subject's consent (Application Form and Curriculum Vitae)	Until no longer needed for the purpose of the Data Subject's access
Aptitude Test	We have the data subject's consent (Application Form)	Until no longer needed for the purpose of the Data Subject's access

From a **Student** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Records related to this process: Personal File, Hostel Contract Form, Assessor Agreement Form, and Intake File.



Processing Purpose	Lawful Basis	Retention Period
Creating of Personal File and Registration at SETA	We have the data subject's consent (Personal File)	Until no longer needed for the purpose of the Data Subject's access
Hostel Contract	To conclude or perform a contract to which the data subject is party (Hostel Contract Form)	Until no longer needed for the purpose of the Data Subject's access
Assessment Agreement	to conclude or perform a contract to which the data subject is party (Assessor Agreement Form)	Until no longer needed for the purpose of the Data Subject's access
SETA Intake File	For the proper performance of a public law duty by a public body (Intake File)	Until no longer needed for the purpose of the Data Subject's access

From an **Applicant Client** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Client Intake Form

Processing Purpose	Lawful Basis	Retention Period
Client Intake	We have the Competent Persons and/ or Data Subjects consent (Client Intake Form)	Until no longer needed for the purpose of the Data Subject's access

From a **Client** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Application Form

Processing Purpose	Lawful Basis	Retention Period
Capturing Client's Information on the system	We have the competent persons and/ or Data Subjects consent (Online Form)	Until no longer needed for the purpose of the Data Subject's access

From a **Sponsor** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Sponsor Application Form



Processing Purpose	Lawful Basis	Retention Period
Sponsor Application	We have the data subject's consent (Sponsor Application Form)	Until tax or other legal retention period expires
Fund Raising and Donations	We have the data subject's consent (Sponsor Application Form)	Until tax or other legal retention period expires

From an **Applicant Dog Owner**, we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Application Form

Processing Purpose	Lawful Basis	Retention Period
Capturing prospective Dog Owner's information	We have the data subject's consent (Application Form)	Until no longer needed for the purpose of data subjects' access Unsuccessful applications are deleted
Application for Training with a guide dog	We have the competent persons and/or data subject's consent (Application form for Training Dog)	Until no longer needed for the purpose of data subjects' access
Confidential Interview Report	We have the competent persons and/or data subject's consent (Confidential Interview Report Form)	Until no longer needed for the purpose of data subjects' access
Application for Service dog	We have the competent persons and/or data subject's consent (Application form for Service Dog)	Until no longer needed for the purpose of data subjects' access
Application for Autism Support dog	We have the competent persons and/or data subject's consent (Application form for Autism form)	Until no longer needed for the purpose of data subjects' access

From a **Dog Owner** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Application Form



Processing Purpose	Lawful Basis	Retention Period
Change of Ownership	We have the data subject consent (Application Form)	Until no longer needed for the purpose of data subjects' access
Confidential Replacement Interview	We have the competent persons and/or data subject's consent (Confidential Replacement Report)	Until no longer needed for the purpose of data subjects' access
Training and After Care Report	We have the competent persons and/or data subject's consent (Aftercare Report)	Until no longer needed for the purpose of data subjects' access
Registration of Microchip Number (Identipet)	We have the data subject's consent (Application Form)	Until no longer needed for the purpose of data subjects' access

From a **Parent/ Guardian** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Records related to this process: Volunteer Indemnity Form, Autism Support Dog Application Form, O&M Training Application Form.

Processing Purpose	Lawful Basis	Retention Period
Autism Support dog applications	We have the competent persons consent (Autism Support Dog Application Form)	Until no longer needed for the purpose of data subjects' access
O & M Training Interventions	We have the competent persons consent (O&M Training Application Form)	Until no longer needed for the purpose of data subjects' access
Volunteer Indemnity	We have the competent person's consent (Volunteer Indemnity Form)	Until no longer needed for the purpose of data subjects' access

From an **Applicant Puppy Raiser** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Puppy Raising Application Form

Processing Purpose	Lawful Basis	Retention Period
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Application to raise a puppy	We have the data subject's consent (Puppy Raising Application Form)	Until no longer needed for the purpose of data subjects' access
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From a **Puppy Raiser** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Volunteer Puppy Raising Agreement

Processing Purpose	Lawful Basis	Retention Period
Volunteer puppy raising agreement	To conclude or perform a contract to which the data subject is party (Volunteer Puppy Raising Agreement)	Until no longer needed for the purpose of data subjects' access

From a **Volunteer** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Volunteer Agreement

Processing Purpose	Lawful Basis	Retention Period
Puppy block volunteer schedule agreement	To conclude or perform a contract to which the data subject is party (Agreement Form)	Until no longer needed for the purpose of data subjects' access
Health and Safety Induction for volunteers	We have the data subject's consent (Health and Safety Induction Form)	Until no longer needed for the purpose of data subjects' access
Indemnity	We have the data subject's consent (Puppy Block Volunteer Application Form)	Until no longer needed for the purpose of data subjects' access

From a **Testator, Fund Manager and Executor** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Trust Fund Forms, Copy of Will, Bequestor Forms.

Processing Purpose	Lawful Basis	Retention Period
Accessing trusts and foundations	We have the data subjects' consent (Trust Fund Forms)	Until the Data Subject withdraws consent
Fund Management	We have the competent persons consent (Copy of Will)	Until service is complete



Record keeping of wills and will trusts	We have the data subjects' consent (Bequestor Forms)	Until service is complete
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From a **Company Representative** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: E-Mail

Processing Purpose	Lawful Basis	Retention Period
Awareness Training – Assistance Dog Access Programme	We have the data subject's consent (E-Mail)	Until service is complete

From a **Parliamentary Representative** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Direct from Source e.g. business card.

Processing Purpose	Lawful Basis	Retention Period
Access Bill currently in formation – Discrimination against Assistant Dogs	For the proper performance of a public law duty by a public body (Direct from Source)	Until programme is complete

From a **Publisher/ Journalist** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Direct from Source e.g. business card.

Processing Purpose	Lawful Basis	Retention Period
Reaching out to Media/ Newspaper/ Radio Stations/ Magazines	We have the data subjects' consent (Direct from Source)	Until consent is withdrawn

From a **Donor** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Records related to this process: Donor Form, Debit Order Form.

Processing Purpose	Lawful Basis	Retention Period
Capturing Donor Information	We have the data subject's consent (Donor Form)	Until tax or other legal retention period expires



Collection of funds	We have the data subject's consent (Debit Order Form)	Until tax or other legal retention period expires
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From a **Potential Donor/ Sponsor** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: E-mail

Processing Purpose	Lawful Basis	Retention Period
Marketing and fund raising	We have the data subject's consent (Email)	Until consent is withdrawn

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

Record related to this process: On-line Form on the website, Form at the Reception.

Processing Purpose	Lawful Basis	Retention Period
On-line Sales (Website) – Promotional Sales	We have the data subject's consent (On-Line Form on the website)	Until consent is withdrawn
Marketing Events	We have the data subject's consent (On-line Form on the website/Email)	Until consent is withdrawn
Promotional Product Sales	We have the data subjects' consent (On-Line Form on the website / Form at the reception)	Until consent is withdrawn

From **Applicant Employees** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: Curriculum Vitae

Processing Purpose	Lawful Basis	Retention Period
Recruitment	We have the data subject's consent (Curriculum Vitae)	Until consent is withdrawn

From **Providers of Goods and Services** we collect, use and retain personal information for the following purposes and periods, with applicable lawful basis.

Record related to this process: None – we have the data subject's consent.



Processing Purpose	Lawful Basis	Retention Period
Procurement of goods and services	We have the data subject's consent	Until tax or other legal retention period expires
Invoicing and Payments	We have the data subject's consent	Until tax or other legal retention period expires
Delivery and Collection	We have the data subject's consent	Until tax or other legal retention period expires

The following types of personal information are collected indirectly i.e. from sources other than from the Data Subjects:

Record related to this process: Application Form

Data Subject Type	Personal Information and Special Personal Information Type	Indirect Source Name
Executor of the trust	Email, Physical address, Cell Phone Number, Postal Address, ID Number, Name and Surname	Trust Fund Forms
Executor	Name and Surname, Email Address, Cell Phone Number	Copy of Will
Minors	Name and Surname, Address of School, Medical History, Disabilities, Medical Conditions, Parent Contact Details, Date of Birth, Gender, Race. Educational History and contact details of previous Schools.	School Representative (Competent Person)
Applicant Employee	Curriculum Vitae, Special Personal Information	Recruitment Agency
Applicant Dog Owners	Name, Surname and contact details	Referrals from the Public

Further Processing of Personal Information

Should we intend to use the information for any other purpose other than for the original purpose for which it was intended; we will always inform you before we do so.



Sharing of Personal Information

In order to maintain and improve our services, your personal information may need to be shared with or disclosed to providers of goods and services, other similar organisations or, in some cases, public authorities.

We may be mandated to disclose your personal information in response to requests from a court, police services or other regulatory bodies. Where feasible, we will consult with you prior to making such disclosure and, in order to protect your privacy, we will ensure that we will disclose only the minimum amount of your information necessary for the required purpose.

We transfer personal information to the following organisations and countries

Data Subject Type	Organisation Name	Type	Country
Applicant Student	OMNICO	Responsible Party	South Africa
Puppy Raiser	Vrieset	Responsible Party	South Africa
Dog Owner	Identipet	Responsible Party	South Africa
Data subject on GDA premises	Emergency Medical Services	Responsible Party	South Africa

Protecting your Personal Information

We limit the amount of personal information collected only to what is fit for the purposes for which it was collected. We restrict access, secure and control all of our information assets against unauthorised access using password controls, encrypted storage and transfer of information. We protect information assets against damages, loss or destruction whether physical or electronic, and we ask our employees to comply with access and restriction controls.

Trans-border Information Flow

There is no sharing of data subject's personal information outside of South Africa other than as outlined in tables above.

Over-Processing of Personal Information

We limit the amount of personal information collected to only what is for the purposes as described above.

Limited Access



We restrict, secure and control all of our information assets against unauthorised access, damage, loss or destruction; whether physical or electronic.

Retention of Records and Personal Information

We retain personal information only for as long as is described in the tables above, to respond to your requests, or for as long as the law requires it. This process is described in detail in our Records and Retention Policy, which will be made available on request.

Research and/or Statistics

If we retain your personal information for historical or statistical purposes, we ensure that the personal information cannot be used further.

Accuracy of Personal Information

While in our possession, together with your assistance, we strive 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, you may make a request from the GDA website or contact us as per the details below. Please also refer to the PAIA Manual, which is available on our website www.guidedog.org.za

Portability of Personal Information

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 another Responsible Party.

Right of the Data Subject to Object

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. Should you withdraw your consent, we will explain the consequences to you as it may impact the continued provision of our services to you. If you withdraw your consent, we will cease using your personal information without affecting the lawfulness of processing based on the consent before your withdrawal.

Our Organisation: South African Guide-Dogs Association for the Blind
Organisation email: info@guidedog.org.za
Our Information Officer: Vernon Tutton
Our Deputy Information Officer: Jackie O'Hare

The SA Information Regulator



South African
Guide-Dogs
Association

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 2017

Complaints. IR@justice.gov.za
+27827464173
infoereg@justice.gov.za