



the dtic

Department:
Trade, Industry and Competition
REPUBLIC OF SOUTH AFRICA

Privacy Policy

This notice applies to all personal information that the Department of Trade, Industry and Competition (**the dtic**) processes.

Our customers are important to us and that is why we have created this notice to help you understand how we collect, use, and protect your personal information.

1. We collect personal information	
We collect information from you that helps us to provide you with the dtic 's services and products.	We collect: <ul style="list-style-type: none">• your contact information (e.g. name, home address, telephone number(s), fax numbers, email addresses, emergency contact information);• your nationality;• your ethnic group;• your gender;• your background information (e.g., education, employment, criminal, and credit history);• date of birth;• your ID or passport number;• photographs and other visual images of you (such as CCTV footage);• banking details; and• "cookies" on the dtic websites.
Information will be collected directly from you where you provide the dtic with your personal details.	Personal information is collected if you do any of the actions below: <ul style="list-style-type: none">• Provide information to the dtic in forms, for example when you apply for services such as permits or incentive grants;• Provide information to the dtic when you enquire via the dtic website;• Make calls to the dtic. These calls may be recorded for training, quality or business purposes;• Apply for a position to work at the dtic;• Apply or submit documentation to deliver services or products to the dtic.• Collect non-personally-identifying information (cookies) such as your IP-address when you visit the dtic website.

2. When and why we collect and process your personal information

When we collect and use your personal information	Why we collect your personal information
<p>Information will be collected directly from you where you provide the dtic with your personal details.</p> <p>the dtic may also supplement the information that you provide with information received from other governmental bodies such as SARS.</p>	<ul style="list-style-type: none"> • To provide the dtic's products or services to you, to carry out the transaction you requested and to maintain our relationship; • To assess and process applications and claims; • To conduct reference searches or verification; • To confirm and verify your identity or to verify that you are an authorised user for security purposes; • For operational purposes; • For the detection and prevention of fraud, crime, money laundering or other malpractice; • To conduct market research or for statistical analysis; • For audit and record keeping purposes; and • In connection with legal proceedings.
<ul style="list-style-type: none"> • When we produce reports and returns for other government departments, and public bodies. • We may process your personal information to fulfill requirements for a bank signatory. We may require your proof of address and a copy of your ID document in terms of the Financial Intelligence Centre Act 38 of 2001. 	<p>We may process this information as a legal requirement.</p>
<ul style="list-style-type: none"> • We may place small text files called 'cookies' on your device when you visit our website. 	<p>The website server might collect your IP-address, but not any other personal identifiable information. The information on IP-addresses is aggregated to measure the number of visits, the average time spent on the website, pages viewed, etc. The purpose with collecting this information is to improve our services.</p>

3. In order to deliver our services to you, we may have to share your information with others

<p>the dtic may disclose your personal information to other Governmental bodies or third parties.</p>	<p>This will only be done:</p> <ul style="list-style-type: none"> • Where there is a duty or a right to disclose in terms of law or industry codes; • Where the dtic believes it is necessary to protect its rights.
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4. We have taken reasonable steps to protect personal information

<p>We have reasonable security measures in place to protect your personal information.</p>	<p>Our security measures are in place to protect your personal information from:</p> <ul style="list-style-type: none"> • loss • misuse • unauthorised access • being altered • being damaged or destroyed
<p>We regularly monitor our systems for possible vulnerabilities and attacks.</p>	<p>No system is perfect, and we cannot guarantee that we will never experience breach of any of our physical, technical, or managerial safeguards, but we regularly monitor our systems for vulnerabilities. Relevant IT systems and tools are in place to prevent unauthorised access and breaches.</p>
<p>We will let you know of any breaches that may affect your personal information.</p>	<p>If something should happen, we have taken steps to minimise the threat to your privacy, and we will let you know if your personal information has been compromised. We will also let you know how you can help minimise the impact of the breach.</p>
<p>the dtic will only retain your personal information for as long as it is needed to carry out the purpose for which it was collected.</p>	<p>Once the purpose for collection has been fulfilled and all contractual and/or legal requirements satisfied, the personal information will be destroyed in accordance with the dtic's Records Management Policy.</p>

5. You have the right to know what we know about you, and what we do with that information

<p>You may ask us about your personal information.</p>	<p>You have the right to know when we collect and use your personal information, and to ask us what we know about you and what we do with that information.</p>
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5. You have the right to know what we know about you, and what we do with that information

<p>You may access your personal information.</p>	<p>You may ask to access your personal information by using the Promotion of Access to Information Act request procedure and form.</p> <p>We may take 30 days to respond to your request and may charge a fee in some circumstances. We will let you know if this is the case.</p>
<p>You have control over your personal information.</p>	<p>You may ask that we update incorrect personal information, or complete personal information that may be incomplete.</p> <p>You may ask that we delete your personal information.</p> <p>You may ask to receive your personal information in a structured, commonly used, and machine-readable format.</p> <p>You may ask that we reuse your personal information for your own purposes across different services.</p> <p>Under certain circumstances you may object to the processing of your personal information.</p> <p>You may object to automated decision-making and profiling.</p> <p>You may ask that a human review any automated decisions that we make about you, express your point of view about it, and obtain an explanation of the decision. You may challenge any automated decision made about you.</p> <p>You may ask that we restrict our use of your personal information.</p>

6. How to contact the dtic

<p>If you have questions about this Notice or need further information about the dtic's privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal information, please contact the dtic at the following numbers/addresses:</p>	<p><u>Customer Call Centre:</u> National callers: 0861 843 384 International callers: +27 (12) 394 9500 E-mail: contactus@thedtic.gov.za Physical Address: the dtic, 77 Meintjies Street, Sunnyside, Pretoria, Gauteng, 0002 Postal Address: the dtic, Private Bag X84, Pretoria, Gauteng, 0001</p> <p><u>Deputy Information Officer</u> E-mail: gcalitz@thedtic.gov.za Tel: 012 394 5561</p>
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