

Privacy policy

The Institute is committed to protecting personal information that it collects and uses regarding our members, students, customers, website users, and other respective parties. This privacy policy notifies you of the following:

- Purposes for which we process information
- The information we collect and how we use it
- Parties we share information with
- Your rights concerning your personal data

Purposes for which we process information

To manage your membership/student registration and provide you with educational opportunities, we need to collect various types of data. We use your personal information to identify when you joined or left the Institute and for membership/student management practices. The Charter and Bylaws require us to keep an up-to-date register of members. Saqa also requires us to keep an up-to date register of members. As a professional body it is important to know exactly who our members are. We are also required by the QCTO and Fasset to keep an up-to-date register of students.

Additionally, we provide a host of training, conferences, online learning, and other educational materials. We collect your information to process purchases, fulfil orders, issue refunds, and provide other customer service functions. We also use your information for our recruitment function, which serves as a benefit to members and students, and which is used by the Institute's placements service provider. It is also necessary to collect transactional data to meet our accounting, tax, and regulatory requirements. We also send you communications about the products and services we offer. We understand that communicating with you is a privilege, not a right, and we work hard to be efficient and only send such messages that we think you will be interested in.

The information we collect and how we use it

Most of the data we collect comes from what you provide to us directly. This may include name, contact information (phone, email, physical address, etc.), payment information, employer, job title, and professional interests.

In addition to the personal information we gather directly from you, we also use some or all of the following sources to collect information about you.

Google Analytics

We use Google Analytics, a third-party service, to collect standard Internet log information and behaviour patterns of our website visitors. For instance, this data allows us to see the number of visitors to various pages on our websites, and helps us understand what content our members, students and customers are most interested in. This information is only processed in the aggregate and we do not use it to identify the people who visit our website.

Website and email navigational behaviour

We use a third-party email service to collect information on how you interact with communications we send you, such as whether you click on a link in an email or how you navigate on our website. We use this navigational data, along with information that you have provided about your professional interests, to build a user profile. The purpose of this profile is to help us send useful information that is tailored to your professional field and interests while eliminating unwanted or unhelpful messages. This helps us be efficient in how we communicate with you and limit the number of messages

you receive from us.

Parties we share information with

Our general policy is that we do not share personal data with third parties unless you ask us to. There are, however, certain limited exceptions that are described below.

Public inquiries

When asked by any member of the public, we will confirm your Institute membership status, including dates of membership and certification and whether you are a member in good standing. Similarly, when asked by any member of the public to confirm your registration as a student (whether current or past), we will confirm your student status, including date of registration as a student, date of completion of studies, and academic record (where your record is requested for example, by a tuition provider).

Service providers

We use third parties to perform services on our behalf, including package delivery, printing, payment processing (including credit card processing), marketing, advertising, IT and customer service. These service providers are only allowed to process your personal information for the purposes requested by us or required by law.

Customers' Employers

When an employer pays for its employee(s) to attend or use our courses or trainings, we will respond to reasonable requests from the employer to confirm the employee's attendance.

CGISA events

Should you register for any of our seminars, webinars, workshops, conference or other event held by the Institute, we will require your personal detail and contact information for purposes of completing the registration, raising invoices, and contacting you should there be any cancellation/queries. This information is used internally to facilitate the processing of these events, and is also accessible by our webinar host.

Your rights concerning your personal data

We take your privacy rights seriously and are committed to the transparent collection and use of your information. The following information pertains to your rights to your personal information:

Right to access personal information

Our goal is to be transparent about the information we store about you. Upon request, we will describe the information we have about you, explain the purpose for which we hold it, explain what parties we disclose it to, and let you have a copy in an intelligible form. To request access to all information we hold about you, you must submit your request in writing using the contact information at the bottom of this page.

Withdrawing consent

In instances where our ability to process your personal information is based on consent, including marketing purposes, you have the right to revoke that consent at any time. You may make such a request in writing or by emailing our Membership Department, for members (membership@chartsec.co.za), or our Students Department, for students (students@chartsec.co.za).

Changing or correcting data

If you are a member/student or have a user account on our website, you can login to the member/student platform to edit your account information. If you believe that any information, we have about you is incorrect or incomplete, you may contact us at the email addresses specified above for members/students.

Objecting to processing

If you believe that we are improperly processing your personal information, you may submit a request to change this process using the email addresses specified above for members/students. We will review the request and inform you

of our response.

Contact information

For members, please send all written requests for access to information to membership@chartsec.co.za. For students, please send all written requests for access to information to students@chartsec.co.za

