

DQS ACADEMY IT PRIVACY POLICY

DQS MSS (Pty) Ltd. ("DQS Academy") takes the protection of your personal data very seriously. We treat your personal data confidentially and in accordance with data protection law. This privacy policy informs you about how, to what extent and for what purposes we process personal data when using the DQS Academy website and the DQS Xpert eLearning platform.

This privacy policy includes considerations of requirements of the South African Protection of Personal Information (POPI) Act, No. 4 of 2013, as well as The General Data Protection Regulation (EU) 2016/679 (GDPR).

1. Collection, processing and use of personal data on request

The use of our website is generally possible without providing personal data. You are neither obliged to visit this website nor to provide any personal data. If you do not provide us with personal information, you may not be able to use certain functionalities of this website. Otherwise there will be no consequences for you. As far as personal information (such as name, address or e-mail addresses) is collected on our site, this is done on a voluntary basis, except in the cases expressly described below. This data will not be passed on to third parties without your express consent. We would like to point out that data transmission over the Internet (e.g. communication by e-mail) can have security risks. A complete protection of data against access by third parties is not possible.

If the processing of your personal data is based on your consent, you have the right to revoke your consent at any time with the consequence that the processing of your personal data will become inadmissible for the future. However, this does not affect the legality of the processing carried out on the basis of the consent until revocation.

2. Data processing to enable the use of the website

When you visit our website, we collect the necessary information to enable you to use it. This includes your IP address and data about the start, end and subject of your use of the website as well as any identification data (e.g. your login data when you log into a secure area). This data is used to provide and design the service according to requirements. They are always deleted as soon as they are no longer required and there are no storage obligations. For the processing of pseudonymous user profiles for web analysis see section 6.

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes. For example:

- To gather contact information;
- To confirm and verify your identity or to verify that you are an authorised user for security purposes;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- To sell your services as part of DQS offerings to third parties where this is applicable;
- For audit and record keeping purposes;
- In connection with legal proceedings.

3. Technology partner

The technology partner for the DQS Academy eLearning platform is A New Spring BV. If you create a user profile on the platform, your data will be accessible to A New Spring BV, with its registered offices in Rotterdam and registered with the Chamber of Commerce under number 24308587 ("A New Spring"). New Spring will not inspect information that is transmitted from or stored on the Web Application, unless the information in question is in the public domain, the inspection of the information in question has been explicitly agreed, the inspection of the information in question is inevitable or necessary for improving the functioning of the Web Application or if A New Spring is required to inspect the information in question by an authorised order. In such cases, A New Spring will endeavour to limit inspection to a minimum and will exercise confidentiality with regard to what has been inspected.

4. Consent to cookies and web analysis

When you visit our website, a so-called "cookie banner" appears, with which we ask you for your consent to set cookies to optimize the website (see paragraph 5) and for web analysis (see paragraph 6). If you agree, we will proceed as described in more detail in the following two sections. There you will also find information on how you can revoke your consent at any time and prevent the setting of cookies or web analysis.

5. Cookies

If you visit our website and give your consent (see section 4), it may be that information in the form of a cookie is stored on your computer. Cookies are small text files that are sent from a web server to your browser and stored on your computer's hard drive. This makes it possible to recognize you when you visit the website again. In this way we can guarantee a better functionality of the site and carry out e.g. web analyses (see paragraph 6). Most browsers are set to automatically accept cookies. You can deactivate the storage of cookies in your browser and have the possibility to delete them from your hard disk at any time. We would like to point out to you that a use of our offers on the website without cookies may only be possible to a limited extent. However, you can also use your browser only to prevent certain cookies from being set (e.g. cookies from third parties), for example if you want to prevent web tracking. Please refer to your browser's help function for more information.

6. Web analysis (Google Analytics)

If you visit our website and consent (see paragraph 4), we use Google Analytics, a web analysis service of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA (Google). Google Analytics uses cookies (see section 5) to enable an analysis of your use of the website. The information about your use of this website is usually transferred to a Google server in the USA and stored there. However, Google will reduce your IP address within member states of the European Union or in other signatory states to the Agreement on the European Economic Area beforehand and thus make it anonymous. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. On behalf of the operator of this website, Google will use this information to evaluate your use of the website in order to compile reports on website activity.

You can revoke your consent to web analysis and the related use of cookies as follows: On the one hand, the storage of cookies can be prevented by a corresponding setting of your browser software (see section 4). Secondly, you can prevent the collection and transmission of data relating to your use of the website (including your IP address) to Google and the processing of this data by Google by downloading and installing the browser plug-in available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

Further information on data protection at Google Analytics can be found at: <https://policies.google.com/?hl=en>

7. Legal basis for processing

The legal basis for processing depends on the purpose for which the data are processed. We collect, as described under item 5, data for pseudonymised user profiles to improve the website on the basis of the applicable data protection law for media.

8. Transmission to third parties and in countries outside the EU and the Republic of South Africa

Your personal data will only be transmitted to third parties, if this is legally permitted or if you have given your prior consent. For example, we may transfer data to other companies of the DQS group, if this is necessary to respond to a request you have made.

We will only disclose your data to government authorities within the framework of legal obligations or as a result of an official order or court decision. A transfer to recipients outside the EU and the Republic of South Africa only takes place if it is ensured that the recipient of the data guarantees an adequate level of data protection and that there are no other interests worthy of protection against the data transfer. Should you have any questions in this regard, please contact our data protection officer (see Section 12).

9. Deletion

The data collected by Google Analytics in the form of pseudonymous user profiles (section 5) will be deleted no later than 26 months after the last new entry in the respective user profile. In all other respects we delete your personal data as soon as they are no longer needed for the purposes pursued with the collection and processing and as far as no legal storage obligations stand in the way.

10. Data security

DQS Academy has taken the necessary technical and organisational measures to protect the personal data you provide from loss, destruction, manipulation and unauthorised access. Our employees and all persons involved in data processing are obliged to comply with data protection laws and to treat personal data confidentially. Our employees are trained accordingly. Both internal and external tests ensure compliance with all data protection relevant processes at DQS Academy.

To protect the personal data of our users, we use a secure online transmission procedure, the so-called "Secure Socket Layer" (SSL) transmission. You can recognize this by the fact that an "s" ("https://") or a green, closed lock symbol is added to the address component http://. By clicking on the icon you will receive information about the SSL certificate used. The display of the symbol depends on the browser version you are using. SSL encryption guarantees the encrypted and complete transmission of your data.

11. Your rights regarding personal data

Your rights in terms of the Protection of Personal Information (POPI) Act, No. 4 of 2013:

- Access to information - You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information. Please note that any such access request may be subject to a payment of a legally allowable fee.
- Correction of your information- - You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

- Definition of personal information - According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, DQS Academy also includes the following items as personal information: All addresses including residential, postal and email addresses.
- Change of name – for this we require copies of the marriage certificate or official change of name document issued by the state department.

The EU General Data Protection Regulations data protection law grants you a number of rights with regard to data concerning your person (so-called rights of data subjects). In general, these are the right to request information about your personal data stored by us, as well as the right to correct, delete or restrict the processing of these data and to object to the processing. Whether and to what extent these rights exist in individual cases and what conditions apply depends on the law (until 25 May 2018 from the Federal Data Protection Act, from 25 May 2018 also from the EU Basic Data Protection Ordinance). The basic EU data protection regulation also grants you the right to data transferability. If you have given your consent to the processing of your personal data, you can revoke this at any time with effect for the future. They also have a right of appeal to the competent data protection supervisory authority.

However, if you have any questions or complaints regarding data protection at DQS Academy, we recommend that you first contact our data protection officer (see Section 13).

12. No automated single decision

As far as this is not exceptionally necessary for the conclusion of a contract or permitted by law (as in the case of age verification) we do not use your personal data for automated individual decisions.

13. How can you contact us?

You will find our contact details as the responsible body on the website.

If you wish to exercise the rights mentioned under item 10 or if you have any questions about data protection with us or this data protection declaration, you can also contact our data protection officer:

info@dqs.co.za

14. Amendment of the privacy policy

New legal requirements, business decisions or technical developments may require changes to our privacy policy. The privacy policy will then be adapted accordingly. You can always find the latest version on our website.