

CASTLEVIEW PRIVATE ACADEMY

Stone Arch Square, Dinwiddie

Reg No: 2023/153937/07 ~ Impaq Tutor No: H8339

Tel: 077-496-1343

E-mail: castleviewprivateacademy@gmail.com

Castleview Private Academy — Privacy Policy (POPIA)

Effective Date: 22 September 2025

Version: 1.0

1. Introduction

Castleview Private Academy (“CPA”, “we”, “us”) respects the privacy and protection of all personal information entrusted to us by learners, parents, guardians, staff, and visitors.

This Privacy Policy explains how we collect, use, store, share, and safeguard your personal information, in compliance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)**.

2. Information We Collect

We may collect and process the following categories of personal information:

- **Learner details:** full name, date of birth, ID/birth certificate, medical notes, academic records.
- **Parent/guardian details:** names, contact information, proof of residence, financial records necessary for billing.
- **Staff details:** employment history, qualifications, contact details, ID, contracts.
- **Communication records:** email, WhatsApp, enquiry forms, application forms.
- **Website usage data:** anonymous analytics (browser type, general location, pages visited).

3. Purpose of Collection

We use personal information for the following purposes:

- To provide education, assessment, and learner support services.
- To manage enrolments, admissions, fees, and accounts.
- To meet statutory obligations (SACAI, Impaq, Department of Education).
- To ensure learner health, safety, and well-being.
- To communicate with parents/guardians about academic progress, policies, events, and emergencies.
- For staff recruitment, employment, and compliance with labour law.
- To maintain accurate school records and improve services.

4. Legal Basis for Processing

We process personal information on the following lawful bases under POPIA:

- Consent (given during application, enrolment, or via forms).
- Performance of a contract (learner admission agreement, staff contracts).
- Compliance with legal obligations.
- Legitimate interests (ensuring safety, managing operations, protecting assets).

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5. Sharing of Information

We will never sell or trade your personal information. We may share it only with:

- **Accrediting bodies** (SACAI, Impaq, Department of Basic Education).
- **Service providers** who assist in IT, accounting, or administration (under confidentiality agreements).
- **Medical or emergency services** if required for learner safety.
- **Law enforcement** or regulators where legally required.

6. Data Storage & Security

- Records are kept securely (locked storage for paper, password-protected systems for digital).
- Access is limited to authorised staff only.
- Regular backups and system safeguards are in place.
- Records are retained only as long as necessary for educational and legal purposes, after which they are securely destroyed.

7. Your Rights under POPIA

As a parent, guardian, learner, or staff member, you have the right to:

- Access the personal information we hold about you.
- Request correction or deletion of incorrect/outdated information.
- Object to processing for certain purposes.
- Withdraw consent (where consent is the lawful basis).
- Lodge a complaint with the **Information Regulator of South Africa** if you believe your rights are infringed.

8. Cookies & Website

Our website may use cookies or analytics tools to improve performance and user experience. This information is anonymous and does not identify individual users.

9. Cross-Border Transfers

Where digital platforms or cloud services are hosted outside South Africa, we ensure appropriate safeguards are in place to protect your personal information.

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10. Contact Details

Information Officer: Giovanni Panaino

Castleview Private Academy

Cnr Sunstone & Brookhill Rd, Stone Arch Square, Dinwiddie, Germiston, 1401

Tel: +27 77 496 1343

Email: castleviewprivateacademy@gmail.com

11. Updates

This Privacy Policy may be updated periodically. The latest version will always be available on our website or from the school office.

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