

**HFMtalentindex website privacy policy****Summary**

This is the privacy statement of HFMtalentindex South Africa ("HFMtalentindex"), and has been put together to explain how we may collect, use share, retain and generally process your personal information obtained during your interactions with HFMtalentindex (whether online, in writing or verbally) or which is collected or received in any other manner.

Any visit to or use of this website [www.hfmtalentindex.co.za](http://www.hfmtalentindex.co.za) ("HFMtalentindex website") or supply of personal information to HFMtalentindex (whether online, in writing or verbally) is deemed to include an acceptance of this policy. Please ensure that you have read, fully understand and agree with the provisions contained in this privacy statement before browsing or using this website.

- This website is not intended to be browsed by children who are 18 years of age or younger, and we do not intentionally collect or maintain information about anyone falling within that age category.
- The HFMtalentindex platform is ISO 27001 certified, which means that the security of all our clients' business information is properly described, implemented and monitored.
- We only use your personal information for the purposes contemplated in this privacy statement.
- HFMtalentindex only shares personal information with third parties in the circumstances contemplated in this privacy statement.
- The use of *Third-Party Websites (as defined in this Privacy Statement)* is covered by the privacy statement of that particular third party.
- For questions or complaints about how HFMtalentindex acts with your personal information, you can contact the Information Officer:
  - Via e-mail: [privacy@hfmtalentindex.co.za](mailto:privacy@hfmtalentindex.co.za);
  - Via telephone: +27 12 003 3378;
  - By post: HFMtalentindex, Regus Business Centre, Southdowns Ridge Office Park, John Vorster Drive, Centurion, 0062
- HFMtalentindex respects the privacy of all data subjects and ensures that the personal information you provide is treated confidentially.

**What data do we process and for what purpose?****Cookies:**

HFMtalentindex websites use cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone during the first visit to our websites. We use 4 types of cookies:

Firstly, the **functional cookies** with a purely technical functionality. These ensure that the website operates properly. There are also **analytical cookies**, which collect anonymised data on the use of our website and help us optimise the site. **Preference-cookies** help remember your preferential settings (such as preferential language). Finally, we place **marketing-cookies**, which track your surfing behaviour.

Cookies from embedded content originating from social media sites such as YouTube, Facebook, LinkedIn, Twitter and Google+ are included in this last category. If you click a social media button, the relevant social media service can place one or several cookies for recognition purposes. The use of such social media sites is governed by the relevant conditions of the particular social media provider. The privacy statement of HFMtalentindex expressly does not apply to the use of such social media services. See also under the heading "Links to websites of third parties" on the third page of this document.

You can decline cookies placed by all websites by setting your internet browser in such a way that it no longer stores cookies (Chrome, Internet Explorer, Firefox and Safari). You can also remove all the information stored previously via your internet browser settings. If you turn off these cookies in your browser, you can no longer use all functionalities of the HFMtalentindex websites and the embedded content can no longer be shown. This may result in your experience of the site being disappointing.

We use cookies to enhance your browsing experience. By continuing to use our website without changing your browser's setting, you agree to our use of cookies

## Online Assessment

### **Personal information that you provide when downloading / requesting information:**

If you submit a contact request via our website, request a trial assessment, or download a document, you will be asked to submit certain personal information, including your name, contact information, including your email address, company name, position in the company, company size, reason for interest.

We use this information to send you the requested information. In order to potentially inform you, by telephone or email, about HFMtalentindex products and services that may be of interest to you, we ask you for a number of additional details (such as your organisation and role).

### **Personal information that you provide when signing up for our newsletter:**

If you have given us permission to send you our newsletter, we will use your name and email address accordingly. Each newsletter you receive offers you the option to unsubscribe from the HFMtalentindex newsletter. If you make use of the option to no longer receive the newsletter, HFMtalentindex will register that you have unsubscribed from the newsletter.

### **Personal Information that you provide when you are a customer (potential and actual)”**

If you wish to do business with HFMtalentindex or use and/or purchase HFMtalentindex products or services or submit a request for a quotation or when you conclude a contract with HFMtalentindex, you will be asked to submit certain personal information, including your name, contact information, your email address, company name and registration number, position in the company, company size, reason for interest, for the purposes of:

- providing you with a quotation or other requested information;
- responding to your enquiries and/or complaints;
- performing our obligations under the contract with you;
- invoicing and other administrative purposes;
- conducting business and commercial activities in the ordinary course;
- communicating with you in the course of HFMtalentindex’s ordinary business activities.

### **Personal Information that you provide when you are a Contractor, Supplier or Service Provider:**

If you are desirous of, or do provide us with goods and/or services, you will be asked to submit certain personal information including names, contact details, financial, banking details and tax information so that we can place orders/instruct you and make payment in respect of any goods or services we receive.

You can choose not to provide personal information to HFMtalentindex when requested. However, if this is necessary to provide you with our services, access to our internet services, or to perform administrative functions, we may be unable to do these things

### **Personal information that we obtain from other sources:**

We may collect or obtain personal information about you directly from you when you request / download information from our website or we can use your LinkedIn profile to determine whether it is useful to inform you, by telephone or email, about relevant HFMtalentindex products and services.

## **Legal basis for the processing of your Personal Information**

We rely on one or more of the following reasons for processing your personal information:

- you consenting to our processing your personal information for a specific purpose;
- where processing is necessary for the performance or conclusion of a contract to which you are a party;
- where processing is necessary to achieve HFMtalentindex’s legitimate interests, for example the management, operations and improvement of our services (to the extent that they don’t unjustifiably and unlawfully limit your interests or rights which require protection);
- where processing is necessary to comply with an obligation imposed by law;
- where processing is necessary to protect your legitimate interests; and
- where processing is necessary to pursue the legitimate interests of a third party to whom the personal information is lawfully supplied.

## Online Assessment

### Retention period

We will not keep your data for longer than is necessary for the purposes for which the data has been collected. If you have unsubscribed from our newsletter, we immediately remove your personal information collected for the sending of the newsletter.

*Anonymised data* If the data is anonymised, the data may possibly be kept for longer by HFMtalentindex. Anonymised means that the data is stripped from elements that make it possible to know that the data relate to you.

### Sharing with third parties

HFMtalentindex will only share personal information with third parties with your consent or if otherwise required to do so by law. HFMtalentindex may disclose the data subject's personal information to its:

- employees, affiliates and the companies within our group for business and operational purposes;
- service providers who perform services on its behalf and assist HFMtalentindex in offering, providing, delivering, analyzing, administering, improving and personalising HFMtalentindex services or products , including but not limited to following cases:
  - **Google:** The data we collect in Google Analytics is anonymised and encrypted. The so-called 'sharing data' with Google is turned off. We do not use Analytics-cookies in combination with other Google services. HFMtalentindex has an operator's agreement with Google. More information on the use by Google Analytics by Google itself can be found in the Privacy Policy of Google Analytics;
  - **Hubspot:** The information you provide when you register for our newsletter or download something from the websites is processed Hubspot. We have an operator's agreement with Hubspot recording that they (a) shall never pass your data on to third parties and (b) have no access to your data unless this is necessary to remedy technical problems;
- HFMtalentindex's associates who may, directly or indirectly, render certain services to HFMtalentindex or to you or undertake activities linked to the operation of HFMtalentindex services on it's behalf.

HFMtalentindex may also disclose the data subject's personal information if it has a legal duty or right to disclose in terms of laws, regulations and/or industry codes; or where it believes it is necessary to protect it's rights.

HFMtalentindex may share your Personal Information with third parties in the event of a reorganisation, merger, sale, joint venture, assignment, transfer or other type of sale of all or any portion of our business, assets or stock.

### Access by others and cross-border transfer

HFMtalentindex may from time to time have to disclose your Personal Information to other parties, including HFMtalentindex subsidiaries, licensors, trading partners, agents, auditors, organs of state, regulatory bodies and / or national governmental, provincial, or local government municipal officials, or overseas trading parties or agents, but such disclosure will always be subject to an agreement which will be concluded as between ourselves and the party to whom we are disclosing your Personal Information to, which contractually obliges the recipient of your Personal Information to comply with strict confidentiality and data security conditions.

Where Personal Information and related data is transferred to a country which is situated outside South Africa, your Personal Information will only be transferred to those countries which have similar data privacy laws in place or where the recipient of the Personal Information concludes an agreement which contractually obliges the recipient to comply with strict confidentiality and data security conditions and which in particular will be to a no lesser set of standards than those imposed by Protection of Personal Information Act 4 of 2013.

## Links to third party websites

The website has links to websites of third parties. By clicking these links you are passed on to the website of the relevant third party ("Third-Party Websites"). The use of Third-Party Websites is covered by the privacy statement of that particular third party. HFMtalentindex is not liable for information provided, processed or collected by third parties during the visit to these Third-Party Websites.

## Security

The third-party organisation managing the HFMtalentindex online platform is ISO 27001 certified. ISO 27001 is a standard that is totally focused on the security of business information and confidential data made available.

An ISO 27001 certificate proves that the security of business information is properly described, implemented and monitored. ISO 27001 is an internationally recognised certificate for information security. Through this certification, you are assured that all business processes, systems and services fulfil this comprehensive standard for information security and that your information and personal information are properly protected and managed confidentially.

Despite the above security measures, the transmission of data over the internet cannot be guaranteed to be 100% secure and protected. Accordingly, we cannot ensure or warrant the security of any information you send to us or receive from via electronic transmission. This is particularly true for information you send to us via email, which we cannot guarantee is protected in transit. Once we receive your information, we apply the methods mentioned above to ensure its protection while in our possession. If you are concerned about submitting your personal information to us electronically, please contact us to enquire about making other arrangements.

## Your privacy rights

You have the right to control the manner in which your personal information is processed by HFMtalentindex, including the following rights to request HFMtalentindex's information officer :

- a) to **inform** you about the personal information that HFMtalentindex processes from you;
- b) to give you **access** to the personal information that HFMtalentindex processes from you;
- c) to **update** and **correct** the personal information that HFMtalentindex processes from you if it is not correct;
- d) in certain cases, and to the extent not prohibited by applicable laws, you may request us to delete all or part of your personal information;
- e) to **limit** the processing of your personal information (note that this may impact the accessibility of our services) because:
  - a) the personal information are inaccurate;
  - b) the processing is unlawful;
  - c) the personal information are no longer necessary for the purpose for which they were collected;
  - d) you object to the processing.
- f) to **stop processing** because you object to the processing.
- g) withdraw your **consent** for processing your personal information.
- h) you have the right to opt-out from any communications from us (whether marketing or otherwise).

HFMtalentindex may refuse your request if HFMtalentindex has the right to continue processing in accordance with applicable laws;

### Handling request:

If HFMtalentindex receives such a request from you, HFMtalentindex will ask you to identify yourself before we answer and handle the request. This is to prevent your data being made available of being changed by someone else, pretending to be you.

HFMtalentindex will reply to your request within 4 weeks of receiving it. This term can be extended if your request is complex. Normally we will carry out your request, of course, but this may sometimes not be possible. If we cannot execute your request, HFMtalentindex will explain to you why that is. This also applies when we consider an extension of the response period necessary.



## Online Assessment

If you do not agree with our reply, you can submit a complaint to the Information Regulator whose contact details are:

JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001  
P.O Box 31533  
Braamfontein, Johannesburg, 2017  
Complaints email: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)  
General enquiries email: [inforeq@justice.gov.za](mailto:inforeq@justice.gov.za)

### **Changes to this Privacy statement**

This Privacy statement can be changes from time to time, for example to keep it in line with the applicable laws and regulations. If this Privacy statement is changed, this will be made known.

This Privacy statement was last modified on 14 September 2021.