

Privacy Notice

Your privacy is important to us. We strive to ensure that our use of your personal information or personal data is lawful, reasonable, and relevant to our business activities, with the goal of improving our services and your experience.

This privacy notice sets out what personal information we collect from you when you use the DMS application or submit manual dispute referral forms.

This privacy notice is applicable to all educators and TVET College lecturers, who fall within the scope of the Council.

This privacy notice does not apply to other parties' sites or services, such as sites linked to, from or advertised on our site, or sites which link to or advertise our site.

Personal information refers to information about an identifiable person, such as your name and surname, gender, age, date of birth, contact details (phone numbers and email) and address, physical location, ID number among other identifiers.

Other information which might be “personal” information may include:

- “device and device event information”: IP address, unique device identifier, the nature of the device which you used to access our site, the geographic location of your device, hardware model and settings, operating system details, browser type and version, browser language, system activity and crashes;
- “log information”: such as details of how, when and for how long you accessed and used our site and other site traffic and use information, landing pages, which pages you accessed and viewed, the amount of time spent and what you did on those pages, details about games you played, how you interacted with other site users, and exit pages; and
- “location information”: We may use various technologies to determine your actual location, such as geographical data from your device (which is usually based on the GPS or IP location).

We collect your personal information actively from you when you access the DMS application on our website or submit manual referral forms.

Our site may also collect personal information (email address and telephone number) from you when you submit a query to a specific department in the ELRC.

The information we may actively collect from you may include your identifying information (e.g. your name, surname, case number) in the case of a query relating to a specific dispute.

SECURITY

All information you provide to us is stored on our secure servers.

We implement appropriate, generally accepted technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction or damage, including encryption where appropriate.

We take reasonable technical and organisational measures to secure the integrity of information we collect about you, using accepted technological standards to –

- prevent unauthorised access to or disclosure of your personal information;
and
- protect your personal information from misuse, loss, alteration or destruction.