



UNIVERSITEIT • STELLENBOSCH • UNIVERSITY  
jou kennisvenoot • your knowledge partner

## **MATIES APP PRIVACY NOTICE**

Protecting your privacy is very important to Stellenbosch University (“SU”). The following information will help you understand the purposes for which we collect, store and use your information. We will keep your information confidential and will only share your information if we are legally required to, if it is necessary for the App to work properly, to deliver a service to you, or if you have given your consent.

If you have any questions please contact us at [info@sun.ac.za](mailto:info@sun.ac.za).

This privacy notice is part of our agreement with you. We may need to update it from time to time, but we will inform you when we do. You should read this notice along with the terms and conditions that apply to the products or services you use.

### **1. WHO YOU ARE SHARING YOUR INFORMATION WITH**

We are Stellenbosch University (the University). We are a tertiary institution in terms of the Higher Education Act and our physical address is Admin Block B, Victoria Street, Stellenbosch.

Your profile is invisible to other users. We do not share your information with other users, unless you have changed the privacy settings yourself.

### **2. WHAT WE COLLECT AND HOW WE COLLECT IT**

#### **2.1. When you sign up for the Maties App we collect personal information.**

When you sign up for the Maties App it pulls personal information such as your name, your student or employee number, your contact details, what you are studying, your position at the University, your exam schedule, your photograph etc from the University’s system. This is personal information which you gave to the University when you applied to study or accepted employment at the University and during the course of your studies or employment with the University. We collect this information to ensure that the App works and that we are able to provide the service that you require.

#### **2.2. We collect some information while you use the Maties App**

We collect some more information while you use the App. For instance, depending on what you are doing, we may be collecting information about the device you are using, to enable event and campus emergency notifications, and information on how you use the App.

### **2.3. We do not knowingly collect the personal information of children.**

You have to be older than 18 to make use of our product. We do not knowingly collect the personal information of children without the consent of a parent or guardian.

## **3. WHAT WE USE YOUR INFORMATION FOR**

### **3.1. We use your information to deliver the services you asked for.**

We use your personal information to ensure that the Maties App does what it is supposed to. Here is what we do with the information - we:

- generate a personalised list of events which you are attending or are interested in;
- add events to your calendar;
- enable you to share information with your friends;
- allow you to check in at events;
- send you notifications of event information and changes, as well as important notifications from the University;
- ensure that you can keep track of your cluster, residence or department's placing in campus-wide competitions;
- provide news on your favourite Maties sport, match fixtures, results and events.

### **3.2. We use information to personalise and optimise Maties App.**

We collect information such as information about your device, your preferences and the way in which you use the App to personalise your experience and to optimise the performance of the App.

## **4. WHEN WILL WE SHARE YOUR INFORMATION**

### **4.1. We don't sell or share your information for profit.**

We respect your privacy and do not sell or share your information with other institutions or companies to use for their own purposes. We only share information if we have to do it to deliver the services you requested or are legally obliged to do so.

#### **4.2. We may need to share your personal information with others who help us provide services to you.**

We make use of suppliers or service providers who we trust to assist us to deliver the services you requested. They have agreed to keep your information secure and confidential, and to only use it for the purposes for which we have sent it to them.

Some of these service providers may be located in other countries that may not have the same levels of protection of personal information as South Africa. If this is the case, we require that they undertake to protect the personal information of our students and staff to the same level that we do.

#### **4.3. We may be required by law to share your information.**

Sometimes we will be required by law to share your information. For instance, if a warrant is issued by the police or if we are compelled by a court order to disclose information. We will always make sure whether the request is legitimate.

## **5. HOW WE PROTECT YOUR INFORMATION**

### **5.1. We take your privacy and the security of your personal information seriously.**

We have implemented reasonable security safeguards based on the sensitivity of the personal information to protect it from loss, misuse and unauthorised access, disclosure, alteration or destruction. For example we regularly monitor our systems for possible vulnerabilities and attacks. No system is perfect and we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.

### **5.2. We will inform you if your privacy is ever compromised.**

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy should something happen. We will let you know of any breaches which affect your personal information.

## **6. YOUR RIGHTS AND RESPONSIBILITIES**

**You have the right to know what kind of personal information we have about you and to correct it.**

You have the right to:

- ask what personal information we hold about you;
- ask what information was sent to our suppliers, service providers or any other third party;
- ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- unsubscribe from any direct marketing communications we may send you;
- object to the processing of our personal information.

You can request access to the information we hold about you or correct your personal information by contacting [paia@sun.ac.za](mailto:paia@sun.ac.za). To protect your information, we may require proof of your identity.