

MOBILEX PRIVACY NOTICE

Protecting your privacy is very important to us. 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 do so, if we must do so in order to fulfil our agreement with you or if you have given your consent.

If you have any questions please contact us at 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.

If you are a registered student or employee of Stellenbosch University, you may use your Stellenbosch University login credentials to access more of the content available through the app. Users that are not registered students or employees of Stellenbosch University may still use the app, but may not have full access to all of the available content.

2. WHAT WE COLLECT, AND HOW WE COLLECT IT

2.1. We do not collect personal information through Mobilex.

The app does not collect any personal information, nor does it require any access to device permissions.

2.2. 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. When you use the app, we may verify your personal information against your Stellenbosch University user credentials.

When you login to Mobilex as a Stellenbosch University registered student or employee, we verify your Stellenbosch University user credentials to unlock all of the app's content. The app does not collect any other personal information.

3.2. Sometimes we are required by law to collect your information.

Legislation such as the Higher Education Act forces us to collect your personal information.

3.3. We use your information for research or statistical purposes.

The information we collect may be used for anonymised research or statistical purposes to understand app usage.

3.4. We use your PI for administration and support.

When you contact us with a query, complaint or request, we may ask you for your Stellenbosch University username to investigate and resolve your query, complaint or requests.

4. WHEN WILL WE SHARE YOUR INFORMATION

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

We respect your privacy and will never 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.

4.2. 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 to disclose information. We will always check whether the request is legitimate.

5. HOW WE PROTECT IT

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. But 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 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. To protect your information, we may require proof of your identity.