



ICFR PRIVACY STATEMENT**14/02/2024**

This is the Privacy Statement of the **Institute for Commercial Forestry Research (ICFR)**, which may be updated from time to time, with an amended version published on our website and/or intranet.

ICFR's Privacy Statement applies to the processing of personal information by the ICFR by any means (including through our website), except to the extent that a separate privacy statement has been issued in respect of a specific service or product.

Accountability:

We take the privacy and protection of personal information seriously and will only process personal information in accordance with the current South African data privacy laws and the terms of this Privacy Statement. Accordingly, the relevant data privacy principles relating to the processing thereof (including, but not limited to, the collection, handling, transfer, sharing, correction, storage, archiving and deletion) will be applied to any personal information provided by an individual and/or collected during a visit to our website, premises, or any other contact with us.

Processing of Personal Information:

Personal information will only be processed for purposes of legitimate core business interests including (but not limited to): research, finance, human resources, payroll, statutory requirements, security, and access control. Information may be received in several ways:

- Through direct contact (in person or via telephone, mail, email, website, social media etc), whether to make an enquiry or any other request.
- From an affiliated organisation or selected business partner who provides products and services; or
- From other third parties who may lawfully pass your information on to us, such as recruitment agencies, academic institutions.

Purpose of Use of Personal Information:

Personal information may be used for a variety of purposes, including:

- To provide or manage any information, products and/or services requested;
- To carry out analysis and statistical research.
- To identify other products and services which might be of interest and to inform about our products and services.
- For legal, contractual, or general administration purposes.
- To help us identify an individual when they contact us.
- To help us detect and prevent fraud and money laundering.

We may share personal information for any of these purposes with our service providers who perform services on our behalf.

We do not share personal information with any third parties, except if:

- They perform services and process personal information on our behalf.
- This is required to provide or manage any information, products and/or services to an individual; or to help us improve the quality of our products and services.

- We are sharing information on collaborative projects or transferring a project area to someone to whom we may share or transfer our rights under any project agreement.
- We are obliged to provide such information for legal or regulatory purposes.
- We are required to do so for purposes of existing or future legal proceedings.
- We are involved in the prevention of fraud, loss, bribery, or corruption.

We will only send communications or disclose personal information if we are obliged to by law or in terms of a contractual relationship.

We will only transfer personal information across South African borders if the relevant situation requires trans-border processing and will do so only in accordance with South African legislative requirements, or with consent to transfer personal information to third parties in foreign countries. We will take steps to ensure that such third parties are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information.

Our employees, our agencies and our suppliers are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

Further Processing of Personal Information

We may use personal information to contact individuals with news on products and services (provided by us or selected business partners) which may be of interest or for market research purposes. Participation is completely voluntary, and we will only send marketing communications if we have agreement to do so. Individuals that wish to initiate or opt out of any marketing communications may do so by informing us on the Contact Details noted below.

Provided we have consent, information may also be passed on to our business partners for marketing purposes, who may contact individuals directly.

Information Quality / Openness /Data Subject Participation

We always strive to maintain the integrity and accuracy of personal information. Individuals are responsible for informing us of any change in details, such as a change of address.

We hold a range of information including (but not limited to) name, identification, drivers' licence, and contact information. Individuals may contact us at any time, on the Contact Details provided below, to find out about their personal information on our records; correct any inaccuracies in their personal information; and enquire, complain, or object to the processing of their personal information.

Security Safeguards

We continuously implement technical and organisational security measures in order to protect the data we hold against unauthorised access as well as accidental or wilful manipulation, loss or destruction.

Third party information

Individuals providing us with information on behalf of someone else confirm that they have permission to do so and that they are aware of the contents of this privacy policy and do not have any objection to our processing the information in accordance with this privacy statement.

Individuals under 18 may not provide us with personal information without the permission of their parent or legal guardian.

Telephone calls to or from us may be recorded and/or monitored for training and quality assessment purposes.

Website security

We endeavour to keep our website secure at all times, however we cannot guarantee the security of any information provided to us or by us through our website, e-mail, internet or social media. We cannot be held responsible for any loss or unauthorised use, or interception of information transmitted via the internet which is beyond our control.

Third party websites

Our website may contain links to other websites outside of our domain. We are not responsible for the content, privacy, or security of other websites. We may use social plugins of social networks such as Facebook, YouTube, LinkedIn, Google+ and X (formerly Twitter). Please note that we have no influence on or control over the extent of the data retrieved by the social networks' interfaces and we can accordingly not be held responsible or liable for any processing or use of personal information transmitted via these social plugins. For information on purpose and extent of the data retrieval by the social network concerned, and about the rights and settings possibilities for the protection of your private sphere, please refer to the data protection information provided by the social network in question.

ICFR Contact Details

Please contact the ICFR if you have any queries about this Privacy Statement or your Personal Information at the following email address: karin.nagel@icfr.ukzn.ac.za

Information Regulator Contact Details

Should you not be satisfied with the outcome of our dispute process you are able to lodge a complaint with the Information Regulator.

- Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Postal address: P O Box 31533, Braamfontein, Johannesburg, 2014
- General enquires email: inforeg@justice.gov.za
- Complaints email: complaints.IR@justice.gov.za