



WEBSITE **PRIVACY POLICY**



DATA PROTECTION

Privacy Policy

Knowledge X Change is committed to responsible, transparent and secure handling of personal information collected through our website, services, platforms, learning engagements and business relationships.

Purpose Of This Policy

This Privacy Policy explains what personal information Knowledge X Change may collect, why it is collected, how it is used, when it may be shared, how it is protected and how users may exercise privacy rights.

This policy applies to website visitors, prospective clients, clients, learners, programme participants, suppliers, partners, contractors and other persons whose information is processed through website or business interactions.

Personal Information We May Collect

We may collect identifying and contact information such as names, surnames, job titles, organisation names, email addresses, telephone numbers, physical addresses and communication preferences.

We may collect enquiry and relationship information, including service interests, proposal requests, programme selections, cohort details, messages, event registrations, meeting notes, support requests and engagement history.

We may collect learning and platform-related information where relevant, including attendance, participation, assessment information, platform usage, certificates, progress records, feedback, survey responses and training administration records.

We may collect technical and usage information such as IP addresses, browser type, device information, approximate location, pages viewed, referral source, form submissions, cookies and analytics data.



How We Collect Information

Information may be collected directly from users through website forms, email, telephone calls, meetings, proposals, learning platforms, registration processes, surveys and event interactions.

Information may also be collected from authorised organisational representatives, partners, suppliers, learning platforms, payment or booking channels, public sources or third-party service providers where lawful and relevant.

Purposes For Processing

Personal information may be processed to respond to enquiries, prepare quotes, deliver services, administer learning programmes, manage client relationships, provide support, issue documents, communicate updates and maintain business records.

Information may also be processed to personalise website interactions, improve services, conduct analytics, manage events, comply with legal obligations, protect rights, detect misuse, manage security and perform internal reporting.

Where lawful and appropriate, information may be used to send relevant marketing, resource or event communications. Users may opt out of direct marketing at any time.

Lawful Basis For Processing

Knowledge X Change processes personal information where consent has been provided, where processing is necessary to take pre-contractual steps or perform a contract, where required by law, where necessary for legitimate interests or where otherwise permitted by POPIA.

Legitimate interests may include responding to business enquiries, managing client relationships, improving services, protecting systems, maintaining records and communicating relevant resources to existing or prospective clients.



Cookies And Website Analytics

The website may use cookies and similar technologies to support functionality, remember preferences, understand website usage, improve user experience and assess the performance of digital content.

Users may manage cookie settings in their browser. Disabling cookies may affect certain website features or user experience.

Sharing Of Personal Information

Knowledge X Change does not sell personal information. Information may be shared only where appropriate with authorised employees, contractors, facilitators, consultants, technology providers, platform providers, payment providers, professional advisers, regulators or other service providers.

Where service providers process information on our behalf, they are expected to apply confidentiality, security and lawful-processing controls appropriate to the information involved.

Information may be disclosed where required by law, regulation, court order, lawful request, contractual obligation, audit requirement or to protect the rights, property or safety of Knowledge X Change, users or others.

Cross-Border Transfers

Where services, platforms, hosting, analytics, email, cloud storage or support providers are located outside South Africa, personal information may be processed in another country.

Knowledge X Change will take reasonable steps to ensure that cross-border processing occurs lawfully and with appropriate safeguards, contractual controls or other lawful transfer mechanisms where required.



Security Safeguards

Knowledge X Change applies reasonable technical and organisational measures to protect personal information from loss, misuse, unauthorised access, alteration, disclosure or destruction.

Safeguards may include access controls, secure storage, password management, staff awareness, supplier controls, backup practices, malware protection, secure communication channels and incident-response procedures.

No digital system can be guaranteed completely secure. Users should also take reasonable care when submitting information electronically.

Retention Of Information

Personal information is retained only for as long as required for the purpose collected, service delivery, relationship management, legal compliance, tax and accounting obligations, dispute management, audit requirements or legitimate business needs.

When information is no longer required, Knowledge X Change will take reasonable steps to delete, destroy, de-identify or archive it securely.

User Rights

Users may request access to personal information, correction of inaccurate information, deletion or destruction where permitted, objection to processing, restriction of processing or withdrawal of consent where consent is the basis of processing.

Requests should be submitted through the contact details published on the website. We may need to verify identity before acting on a request.

Users may lodge a complaint with the Information Regulator of South Africa if they believe their personal information has been processed unlawfully.



Children And Special Personal Information

Knowledge X Change does not intentionally collect information relating to children or special personal information through the public website unless it is necessary for a lawful service, programme, compliance or relationship purpose and appropriate authorisation exists.

Where such information is required, additional care and safeguards will be applied.

Changes To This Policy

This policy may be updated to reflect changes in law, services, technology, business practices or information governance requirements.

The latest version will be made available on the Knowledge X Change website.

