

Privacy Policy – Student Management System (SMS)

Effective Date: 1 October 2025

1. Introduction

This Privacy Policy explains how [University of Potential] (“the University”, “we”, “our”, or “us”) collects, uses, stores, and protects personal information through its Student Management System (“SMS”). The University is committed to complying with the Protection of Personal Information Act, 4 of 2013 (“POPIA”), and ensuring that your personal information is processed lawfully, fairly, and transparently.

2. Scope and Application

This policy applies to all users of the Student Management System, including:

- Prospective, current, and former students;
- University staff and administrators using the system;
- Third parties or service providers who access or process data within the system.

3. Information We Collect

The University collects and processes personal information necessary for academic administration, compliance, and service delivery. This may include:

3.1 Personal Identifiers

- Full name, ID number or passport number, student number, and contact details.

3.2 Academic and Administrative Data

- Application details, course enrolments, attendance, grades, disciplinary records, and graduation information.

3.3 Financial and Payment Data

- Tuition payments, banking details, financial aid information, and billing records.

3.4 Technical Information

- Device identifiers, IP addresses, system usage logs, and authentication data for system security.

3.5 Special Personal Information (where applicable)

- Information on health or disability status (for support services), race, or other data required for statutory reporting, collected only as permitted under POPIA.

4. Purpose of Processing

Personal information is processed for legitimate educational and administrative purposes, including:

- Managing student applications, admissions, and enrolment;

- Delivering teaching, learning, and assessment services;
- Maintaining academic records and transcripts;
- Administering financial aid, bursaries, and payments;
- Communicating with students and staff;
- Ensuring system security and integrity;
- Fulfilling statutory reporting obligations to government bodies (e.g., DHET, SAQA, NSFAS).

5. Legal Basis for Processing

The University processes personal information based on one or more of the following grounds:

- The performance of a contract (e.g., enrolment agreement);
- Compliance with legal obligations;
- Consent of the data subject (where required);
- Legitimate interests of the University or the student;
- Public interest in providing higher education services.

6. Information Sharing and Disclosure

Personal information may be shared with:

- University departments and faculties for academic purposes;
- Government or regulatory authorities (e.g., DHET, NSFAS, SARS);
- Service providers or IT vendors supporting the SMS;
- Accreditation or research bodies, where required.

We ensure that third parties receiving information are subject to appropriate data protection and confidentiality obligations.

7. Data Security

The University implements appropriate technical and organisational measures to safeguard personal information against loss, misuse, unauthorised access, alteration, or destruction.

These include:

- Secure user authentication and encryption;
- Regular system backups and audits;
- Role-based access controls;
- Ongoing staff training on information security.

8. Data Retention

Personal information is retained only for as long as necessary to fulfil the purposes of collection or as required by law. When no longer needed, data is securely destroyed or anonymised.

9. Your Rights

Under POPIA, you have the right to:

- Access your personal information;
- Request correction or deletion of inaccurate data;

- Object to or restrict processing in certain cases;
- Withdraw consent (where processing is based on consent);
- Lodge a complaint with the Information Regulator (South Africa).

Information Regulator Contact Details:

Website: <https://www.justice.gov.za/infoereg/>

Email: complaints.IR@justice.gov.za

10. Cross-Border Data Transfers

Where personal information is transferred outside South Africa (e.g., for cloud storage), the University ensures that adequate data protection safeguards consistent with POPIA are in place.

11. Updates to this Policy

This Privacy Policy may be updated from time to time. The latest version will always be made available via the University's website or the SMS portal.

12. Contact Information

For questions or concerns about this policy or the processing of personal information, please contact:

The Information Officer

University of Potential

Email: info@projecttools.io

Telephone: 011 123 4567

Postal Address: 1 Street Name, Suburb Name, City Name, Postal Code

By using the Student Management System, you acknowledge that you have read and understood this Privacy Policy.