

PRIVACY NOTICE

What is this notice for and who does it apply to?

This document explains briefly how the Eastern Cape Department of Social development collects and uses personal information.

You can also read our Privacy Policy which gives more details about how we collect and use personal information.

We collect personal information from or about members of the public, employees and suppliers/service providers

- We collect personal information you choose to give us as a member of the public, job applicant, employee, supplier/service provider, or other applicants for scholarships, bursaries, or other programmes/projects run by Eastern Cape Department of Social development.
- On occasion, we collect personal information from publicly available databases.
- We also collect information we need, to provide you with specific public services.
- Other sources such as service providers or public bodies may also collect or check information from or about you on our behalf or when the law requires it.

Legal basis for processing your personal information

Whenever the Department processes the personal information of an employee, client, and or other stakeholder, it has to have something called a “legal basis” for the relevant processing activity. The different legal bases relied upon by the Department are –

- Consent** - You have told the Department you are happy for it to process your personal information for a specific purpose(s). For example, you may provide the Department with consent to process the personal information of your family members or other individuals for death benefits. You may also provide the Department with consent to process your special personal information (e.g., trade union membership for membership deductions and collective bargaining, or health information for reasonable accommodation).
- Legitimate interests** - The processing is necessary for the Department to fulfil its mandate and perform its functions, but not where the Department's interests are reasonably overridden by your interests and right to privacy.

c. **Performance of a contract** - The Department must process your personal information in order to be able to fulfil a contract which it has with you or to which you are a party (e.g., employment contract).

d. **Legal obligation** - The Department is required to process your personal information by an applicable law (e.g. Labour Relations Act 66 of 1995).

Types of personal information we collect and use

- We collect all or some of the following personal information where you give it to us or it is typically required in certain situations:
 - general personal and contact information such as name, address, phone number and email address;
 - more detailed or sensitive information such as age, race, disability, gender, health and other information that is relevant and necessary to our relationship or specific government services you receive;
 - educational, employment, financial and criminal history from job applicants; tax number, bank account details and other relevant information from employees and suppliers/service providers or other applicants for scholarships, bursaries, or other programmes/projects; and
 - close circuit television (CCTV) images, audio recordings, photographs, fingerprints and identity numbers of people who access our buildings and facilities.
- Our website collects basic information about its use.

Why and how we collect and use your personal information

- We use your personal information routinely:
 - to communicate and manage our relationship with you,
 - to provide you with public services,
 - for administrative reasons,
 - to manage building security and access control.
- We only share your personal information on a confidential or restricted basis with selected:
 - external service providers working on our behalf, and
 - staff or external bodies for historical, statistical or research purposes.
- Sometimes we have to share personal information with public bodies for legal, law enforcement, public health and safety and similar reasons.

- We generally don't share your personal information to a third party who is in a foreign country. However, in instances where international relationships are pursued and maintained, there may be transborder flow of personal information.
- Should it, however, be necessary for the transfer of personal information to a third party in a foreign country, we ensure that anyone to whom the personal information passes is subject to a law, binding corporate rules or a binding agreement which provides an adequate level of protection, and the third party agrees to treat that personal information with the same level of protection as we are obliged to under POPIA.

Your choices and consent in connection with your personal information

- You do not have to give us personal information, but then we may not be able to communicate with or provide government services to you.
- You have certain rights to access, correct or object to use of your personal information, subject to proof of identity.

Laws that apply to personal information and your rights

- The Protection of Personal Information Act 2013 (POPIA) and other laws regulate how we use and protect your personal information.
- You may contact the Information Regulator enquiries@inforegulator.org.za for help.

How to contact us to complain or ask questions

- **Email:** PAIA.Infor@ecdsd.gov.za
- **Physical address:** 2nd floor One vision Building, independence Ave
Bisho, 5605

A paper copy of this privacy notice is available at the Head Office Reception Area



MR. M. MACHEMBA
HEAD OF DEPARTMENT

29/06/2026

Date