



government
printing

Department:
Government Printing Works
REPUBLIC OF SOUTH AFRICA

WEBSITE PRIVACY NOTICE

Government Printing Works

Public Web Project

Version 1.0



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1. Applicability

Government Printing Works (GPW) is a South African security-printing specialist that deals with the printing of passports, visas, birth certificates, smart card identification documents and examination materials, as well as government stationery and publications. GPW also functions as the publisher and editor of the South African Government Gazette and uses its additional capacity to print non-security printed matter such as posters, annual reports, brochures and high volume standard forms that are used by government departments for administration purposes.

GPW provides goods and services to:

- South African Government Departments, Provincial Institutions and Local Authorities;
- Consumers;
- Non-consumers; and
- Various international natural and juristic persons and governments.

This GPW Website Privacy Notice has legal force and effect in terms of section 11 of the Electronic Communications and Transactions Act, 25 of 2002.

2. Purpose

Your privacy is important to GPW. We are committed to respecting your privacy and the security and confidentiality of your personal data, communications and choices.

The purpose of this GPW Website Privacy Notice is to inform visitors to the GPW Websites located at <http://www.gpw.gov.za> and <http://www.gpwonline.co.za> about how we treat your personal information and your rights in relation to GPW Website privacy.

3. Scope

This Website Privacy Notice relates to the personal information collected electronically through the Website services, through email or other electronic communications, arising from the Website services. This includes personal information captured through the use or marketing of the Websites or hardcopy information created or elicited as a result of Website activity.

4. The Electronic Communications and Transactions Act

South Africa's Electronic Communications and Transactions Act, 25 of 2002, section 51, provides for the voluntary subscription to nine privacy principles in cases where personal information has been obtained through electronic transactions such as through the GPW Website services. GPW voluntarily subscribes to these privacy principles, set out in 5 below.

While various parties and technologies are involved in providing the Websites' online presence, GPW is the ultimate service provider, processor and responsible party in relation to the use and protection of personal information arising from Website activity.



5. Privacy Principles Subscribed to by GPW

GPW must have your express written permission for the collection, collation, processing or disclosure of your personal information, unless GPW is permitted or required to do so by law.

GPW may not electronically request, collect, collate, process or store personal information on you that is not necessary for the lawful purpose for which the personal information is required.

GPW must disclose in writing to you the specific purpose for which any personal information is being requested, collected, collated, processed or stored.

GPW may not use your personal information for any other purpose than the disclosed purpose without your express written permission, unless GPW is permitted or required to do so by law.

GPW must, for as long as the personal information is used and for a period of at least one year thereafter, keep a record of your personal information and the specific purpose for which your personal information was collected.

GPW may not disclose any of your personal information that it holds to a third party, unless required or permitted by law or specifically authorised to do so in writing by you.

GPW must, for as long as your personal information is used and for a period of at least one year thereafter, keep a record of any third party to whom your personal information was disclosed and of the date on which and the purpose for which it was disclosed.

GPW must delete or destroy all your personal information that has become obsolete.

GPW may use personal information to compile profiles for statistical purposes and in the event that it does so, will ensure that your information cannot be linked to you by a third party.

6. Technologies Deployed in Providing Website Services

Cookies

GPW uses cookies to establish and maintain a connection-oriented communication (session) between you (your computer) and the GPW Websites. These sessions are established and then torn down later. A communication session may involve more than one message from your computer to the Website or from the Website to your computer. A session is typically 'stateful', meaning that either your computer or the GPW Website needs to save information about the session history in order to be able to communicate.

'Cookies' are bits of text placed on your computer hard drive that allow GPW to better serve you as a user of the GPW Websites. Without 'cookies' you may not be able to take full advantage of all the Website features

As the user, you can set your browser to provide notice whenever a 'cookie' is received, which gives you the opportunity to decide whether to accept it or not. Please contact the manufacturer of your browser for instructions on how to do this.



7. Security of Personal Information Collected and Processed

INFORMATION PROTECTION IS STRONGEST WHEN THE INFORMATION REMAINS IN THE POSSESSION OF THE DATA SUBJECT AS OWNER OF THE INFORMATION. YOU, AS THE USER AND DATA SUBJECT, ARE REQUESTED TO CAREFULLY CONSIDER THE NATURE AND RISK OF SUBMITTING PERSONAL INFORMATION BEFORE DOING SO.

PUTTING DATA THAT MAY IMPACT UPON PRIVACY RIGHTS, OBLIGATIONS AND PERSONAL STATUS ONLINE THROUGH THE USE OF INTERNET TECHNOLOGIES MAY REDUCE THE LEVELS OF PROTECTION OF PERSONAL INFORMATION AS WELL AS SUBJECT THE DATA SUBJECT TO THE LAWS OF OTHER JURISDICTIONS.

To comply with law and in line with international standards and best practice GPW commits itself to exercising all reasonable diligence, care and skill in processing personal information.

8. Personal Information Collected and Processed

GPW collects the following personal information:

- Information you choose to provide during registration;
- Information you provide us with when transacting online;
- Information you provide in communications such as email and when calling our customer support line;
- Information you provide to other Government Departments or other Government Components and to service providers of GPW;
- Information about you such as your demographics and lifestyle, from other sources;
- Information gained from third parties such as credit bureaus for credit referencing;
- Information collected through the use of common Internet technologies such as cookies:
and
- Two kinds of personal information are collected and processed technologically during your visit to the GPW Websites. Some information is transient and stored only for the purpose of current transactions, and then deleted. Some information is persistent and stored for periods beyond the current transaction such as data from multiple transactions accumulated over time and retrieved when needed to enhance your Website experience and improve our services.

9. Uses and Sharing of Personal Information

GPW uses the personal information you, as the user, provide us with in order to provide you with information about the goods and services we market on our GPW Websites.



Personal information, such as your name, email address and mobile telephone number, collected through our Websites, by email and submitted by you, as the user, to GPW is necessary for the following:

- To respond to your requests for goods or services;
- To respond to your requests for information;
- The provision of information and promotion of GPW and other organisations that we believe you may find of interest;
- For the statistical analysis of users' behaviour and for feedback purposes;
- For service development or the enhancement thereof;
- To customise and improve the content and layout of our Websites;
- For internal purposes, such as the administration and operation of our Websites; and
- For compliance with our legal obligations and internal controls.

Please note that unless we have asked for and obtained your explicit consent, we do not share your personal information with third party marketers.

We will use the personal information you, as the user, submit to us only for purposes consistent with the reason you submit it to us in the first place or, with your further permission, for other purposes.

When we provide your personal information to other organisations on a temporary basis, in order for them to provide services to GPW, we require these other organisations to protect your personal information in the same manner as GPW does. No third party service providers can use personal information for any purpose other than the reason you provided it to GPW.

In addition, the information you, as the user, provide us with is also used and shared with the following:

- Permanent or temporary staff and part-time contractors in the performance of their duties;
- Various third parties such as contractors, sub-contractors and suppliers in the sourcing, supply, sales, delivery and installation of goods and provision of services;
- Other service organisations and service providers' websites to which the GPW Websites may link;
- Data analysis and market research to provide a better service;



- Backup, archiving, business continuity and disaster recovery purposes;
- Information communication technology service and infrastructure providers that enable and facilitate services and the free flow of information; and
- Routine and non-routine internal requests, including eDiscovery, court orders and law enforcement investigations.

10. Choices

You, as the user, have the right to make choices as to what is done with your personal information. Sometimes, your choices are made in the form of content such as online registration or opting-in or opting-out of receiving email or marketing material.

Once you have provided information to us and requested that we communicate with or market to you, you, as the user, may at any time thereafter choose to opt-out of further contact with us.

Personal information provided by you is kept for as long as the purpose for which you furnished it to us exists or for the retention periods specified in law.

11. Access to Your Personal information

You may access the personal information that we hold about you.

You can ask us to correct any errors or delete information we have about you.

To protect your privacy, the privacy of others and to ensure the integrity of our business information we may have to verify your identity before we allow access to or change the information that we have about you.

Access to your personal information by GPW staff and third parties is limited and restricted by GPW through training and administrative, technical and physical controls.

All access to your personal information must comply with GPW policy relating to the protection of personal information.

12. Important Information

GPW processes personal information, some of which flows to and from other legal jurisdictions. Please be aware that there may be implications in terms of the specific legal requirements in South Africa and other legal jurisdictions that may, depending upon the actual location of personal information, be relevant or become relevant.

GPW seeks to comply with complex technical and legal issues wherever possible, but users should be aware that international law and certain aspects of technology restrict our control in some respects.



13. Limits on expectation of privacy

To comply with law and in line with international standards and best practice relating to the use of information technology in its business activities, GPW monitors and intercepts live communications such as email and website activity in compliance with the Regulation of Interception of Communications and Provision of Communication-related Information Act, 70 of 2002 (RICA).

Subject to the provisions of the Electronic Communications and Transactions Act, 25 of 2002 (ECT) and South African and international privacy principles and where necessary, and if required by law, GPW will access static data created, received, communicated and stored by GPW as part of GPW business and the GPW Website services.

THE RESULT OF GPW'S PRACTICE OF MONITORING AND INTERCEPTING LIVE EMAIL COMMUNICATIONS IS THAT YOU HAVE NO EXPECTATION OF PRIVACY WITH RESPECT TO EMAIL COMMUNICATION TO AND FROM GPW OR THE WEBSITE SERVICES. IF YOU DO NOT AGREE TO THIS LIMITATION OF YOUR CONSTITUTIONAL RIGHT TO PRIVACY, REGULATED IN TERMS OF RICA, YOU SHOULD NOT COMMUNICATE WITH GPW VIA EMAIL OR USE THE WEBSITE SERVICES.

14. How to Complain

If you have a complaint, are concerned about your personal information or wish to report any malicious activity such as spamming, phishing and the like, please do the following:

Send an email to complaints@gpw.gov.za or complaints@gpwonline.co.za

15. GPW Information Privacy Officer

GPW has appointed a dedicated Information Privacy Officer who is responsible for the processing and protection of personal information.

In providing for your privacy, GPW uses a combination of technical, administrative and physical controls based on compliance with the law and in line with international standards and best practice.

GPW regularly reviews and enforces its own compliance with this Website Privacy Notice to ensure that our own conduct is in line with the privacy undertakings made to you.

GPW Information Privacy Officer	
Name	Prof Mbewu
Phone Number	+27(0)12 334 4500
Facsimile Number	+27(0)12 323 0009
Email Address	webmaster@gpw.gov.za webmaster@gpwonline.co.za



16. GPW Information and How to Contact Us

Details	
Name	Government Printing Works (GPW)
Legal form of entity:	In accordance with Schedule 3 of the Public Service Act – Section 7(5)(c), the Government Printing Works is classified as a government component
Organisational registration number	Not applicable
VAT registration number	4220102869
Chief executive officer	Prof AD Mbewu
Registered office	149 Bosman Street Pretoria 0002
Physical address	149 Bosman Street Pretoria 0002
Postal address	Private Bag X 85 Pretoria 0001
Phone number	+27(0)12 334 4500
Facsimile number	+27(0)12 323 0009
Email address	webmaster@gpw.gov.za webmaster@gpwnline.co.za
Auditors	The Auditor-General of South Africa
Bankers	ABSA Reserve Bank
Accounting officer	Prof AD Mbewu