

## INTRODUCTION

1. This document sets out the policies of Tertiary Education and Research Network of South Africa (TENET) regarding the protection of the rights of persons to privacy. Its purpose is to explain to contacts and all others who deal with TENET what types of personal information TENET collects and how that information is used.
2. This policy reflects no commitment by, nor is it binding upon any party or parties other than TENET.
3. At times, TENET collects certain personal information about people with whom it deals, either in their personal capacities or as representatives of client institutions, suppliers or other businesses. Such people are referred to in this policy as "TENET's contacts" or as simply as "contacts".
4. TENET collects identifiable personal data as well as non-identifiable personal information. Items of identifiable personal information, such as names and contact details, are collected and used as a matter of course in TENET's daily work. Often a person's identifiable personal information includes the role or roles the person plays on behalf of his or her employer in the employer's business relationship with TENET.
5. TENET's Information Manual describes how any person may request TENET to provide a copy of all personal information held by TENET about that person. The Information Manual can be read or downloaded from TENET's web site (<http://www.tenet.ac.za>) or requested by calling TENET at its listed telephone number.

## COLLECTION OF PERSONAL DATA

6. TENET collects personal data about contacts. Contacts include those employees of client institutions with whom TENET deals in the normal course of business. This information is collected when institutions first procure services from, or enter into an Agency Agreement with TENET, when they instruct TENET, as their provider or Agent, to provide services or undertake service procurement or other actions on their behalf. Contacts also include persons within supplier and other organizations with which TENET has a business relationship – i.e. persons that suppliers, including self-employed consultants and contractors, or other organizations such as government departments or statutory bodies have appointed to deal with TENET.
7. TENET does not collect personal information about end users of client institution's networks.

## USE OF PERSONAL DATA

8. TENET uses personal information to ensure effective business communications with contact persons that represent client institutions, suppliers and other organizations with which TENET has dealings.
9. In its capacity as the agent of client institutions, TENET provides personal information about contact persons of client institutions to suppliers, where the supplier needs to use this information to communicate directly with the client institution. For example, TENET supplies the contact details of site managers to service providers that have been instructed by TENET to install or upgrade an electronic communications network service to that site.

Similarly, TENET provides contact details of suppliers' personnel to client institutions where this is needed for the furtherance of the business relationship.

## CONFIDENTIALITY

10. TENET respects the privacy of the individual and undertakes to protect the confidentiality of personal information about contacts that is supplied in the course of business relationships with TENET. TENET undertakes to use personal information solely for the purposes described above, and will not otherwise, unless legally obliged to do so, provide personal information to third parties.

## RESERVATION OF RIGHTS

11. TENET reserves the right to disclose personal information in its possession where it is required to do so by law or to exercise its legal rights or to defend itself against legal claims.
12. TENET reserves the right to make changes to this privacy policy. Where a major change is made, contacts will be informed by e-mail notification or through a notice on our website. Contacts bear the responsibility to read the changes.