

PRIVACY POLICY

1. Introduction

This privacy notice sets out the data processing practices carried out by the organisation. If you have any requests concerning your personal information or any queries with regard to these practices, please contact ina@mdtcinc.co.za.

2. Who we are

We are Miller du Toit Cloete Inc. who annually presents a conference in collaboration with the University of Western Cape. Our full details are available on our website. The conference is run on a “not for profit basis” and establishes a platform to present developing family law internationally and provide a mentoring and educational basis for lawyers, academics, government officials, advocates, mediators, arbitrators, social workers, psychologists and so forth. The conference advances education in law throughout the world, for the benefit of the public, promotes research into commonly encountered legal problems in family law and disseminates the results of such research for the benefit of the public, promotes human rights and the rights of families throughout the world, and generally provides a networking platform.

3. Information collection

We collect information in the following ways:

- 3.1 Information you give us, for example when you register for an event –
Your name, email address, employer and qualifications and your dietary requirements.
- 3.2 Information we get from third parties –
We may receive information from third parties such as your name, email address, phone number and credit or debit card details.

We do not usually collect sensitive personal information unless it relates to dietary requirements to attend a conference or support to enable you to participate in an event.

4. **Use of personal information**

We process personal information collected for the purposes of:

- 4.1 Providing and personalising our services.
- 4.2 Dealing with your enquires and requests.
- 4.3 Administering accounts relating to our delegates.
- 4.4 Administering our records.
- 4.5 Subject to your communication preferences, providing you with information about products and services.
- 4.6 Maintaining information as a reference tool or general resource including, but not limited to speaker papers from our events, information about our events, etc.

5. **General administration**

We use The Agency (our website host) and for security we use JAG Networking and Mimecast. These include monitoring, hosting, patching and security frameworks as part of the provisioning.

6. **Website users**

As part of our registration process, you agree that any registration information you give to us will always be accurate, correct and up to date.

7. **Inappropriate website content**

If you post or send any content that we believe to be inappropriate, offensive or in breach of any laws, such as defamatory content on our forums or social media pages, we may use your personal information to inform relevant third parties, such as your internet provider or law enforcement agencies.

8. **Your debit and credit card information**

- 8.1 If you use your credit or debit card to pay for registration online, over the phone, or by email, we will ensure that this is done securely.

- 8.2 All transactions are made through Paygate.
- 8.3 All purchases should be completed preferably through the website, by phone, cheque payment via bank transfer or credit card.
- 8.4 Due to the risk of email fraud, we will never notify you by email of any change to our banking details. You should not act on any email regarding a change in our banking details. Please inform us immediately.

9. **Legal basis for processing personal information**

We rely on the following legal basis when processing your personal information:

- 9.1 The performance of a contract that we have in place with you when you register for one of our events.
- 9.2 Compliance with our legal obligations, such as health and safety regulations.

10. **Our communications with you – it is your choice**

- 10.1 If you want to change how we receive our communications you can email us at bridget@mdtcinc.co.za to opt out of communications.

10.2 **Email marketing**

We may contact you for marketing purposes by email. You may opt out by notifying us at bridget@mdtcinc.co.za.

10.3 **Photography and filming**

Certain sessions under social functions at our virtual and in-person events may be recorded, photographed and/or filmed and some of this content may be used for future marketing, communications, products or services. Should you have

any concerns regarding this, or do not wish to be featured in any of these materials, please contact bridget@mdtcinc.co.za.

11. **Data retention**

Your personal information is kept for as long as it is necessary for the purposes for which it was collected. In order to comply with accounting regulations, we keep record of all transactions regarding conference registration.

12. **Your rights to personal information**

Depending on the circumstances, you may have the following rights under data protection law:

12.1 **The right to be informed** - this is fulfilled through this notice.

12.2 **The right of access** - you have the right to obtain confirmation that your data is being processed and access to your personal information. This is so that you are aware of and can verify the lawfulness of the processing. Where requests are noticeably unfounded, excessive, or repetitive, we may charge a reasonable fee taking into account the administrative costs of providing the information; or we may refuse to respond. Where we refuse to respond to a request, we will explain why to you, informing you of your right to complain to the supervisory authority and to a judicial remedy without undue delay and at the latest within one month.

Should you wish to exercise these rights, we may require you to prove your identity. Please address requests to bridget@mdtcinc.co.za. Please provide as much information as possible about the nature of your contact with us to help us locate your records.

12.3 **The right to rectification** - to amend your personal information contact bridget@mdtcinc.co.za.

12.4 **The right to erase** - this is also known as 'the right to be forgotten'. The broad principle underpinning this right is to enable you to request the deletion or

removal of personal information where there is no compelling reason for its continued processing. If you would like us to erase you from our database, please email bridget@mdtcinc.co.za.

- 12.5 **The right to restrict processing** – In certain circumstances, you may have a right to ‘block’ or suppress processing of personal information.
- 12.6 **The right to object** – In certain circumstances, you may have the right to object to processing of your personal information, for example where our processing is based on legitimate interests (including profiling) or is for direct marketing (including profiling) purposes.
- 12.7 **The right to data portability** – In certain circumstances you have the right to obtain the data that we process on you and use it for your own purposes.
- 12.8 Should you wish to exercise these rights, please contact us by email at bridget@mdtcinc.co.za. Please provide as much information as possible about the nature of your contact with us to help us locate your records.

13. **Recipient’s information and disclosure**

- 13.1 Internally within our organisation limited to those who have a “need to know” the information for business or legal reasons, for example, in order to carry out an administrative function, such as processing an invoice or to direct a query that you have submitted to Miller du Toit Cloete Inc.
- 13.2 To suppliers or service providers only to provide the products or services you have requested from us where, for example, we use a separate company to deliver goods to you.
- 13.3 Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example, to government bodies and law enforcement agencies), or in order to enforce or apply our rights (including in relation to our website or other applicable terms and conditions) or to protect Miller du Toit Cloete Inc, for example in cases of suspected fraud or defamation.

14. International transfers and personal information

As the conference is international, information may be shared internationally for the purposes of the conferences.

15. Changes to this Privacy Policy

We may update the terms of this policy at any time, so please do check it from time to time.

16. Complaints, compliments or comments

If you are unhappy with our work or something that we have done or failed to do, we want to know about it. We also welcome your views on what we do well. Your comments enable us as an organisation to learn and continuously improve our services. Email us at bridget@mdtcinc.co.za or ina@mdtcinc.co.za.