



MYENCORE

POPIA Compliance Policy

Effective Date: 1 January 2020

Last Reviewed: 1 July 2025

Responsible Party: MyEncore CC

Contact Email: privacy@myencore.co.za

1. Purpose

This policy sets out how MyEncore CC ("MyEncore") collects, uses, stores, and protects personal information in accordance with the Protection of Personal Information Act (POPIA), Act 4 of 2013.

2. Scope

This policy applies to learners, parents/guardians, teachers, and staff whose information is processed through the MyEncore platform, and all personal information shared with MyEncore by schools making use of the system.

3. Information We Collect

We process only the information provided by schools for administrative and communication purposes. This may include:

- Learner details: Name, surname, grade, admission number, class, attendance records, marks.
- Parent/guardian details: Name, contact numbers, email address, relationship to learner.
- Staff details: Name, contact information, assigned responsibilities.

4. Purpose of Processing

Personal information is collected and processed solely for:

- Communication between schools, parents, and learners.
- Attendance, discipline, and academic tracking.
- Payment, tuckshop, event, and administrative functions.
- Ensuring the safety and accountability of learners during school activities.

5. Security Safeguards

MyEncore implements technical and organisational measures to secure personal information, including:

- Encrypted data transmission and secure storage.
- Role-based access control and user authentication.

- Regular monitoring and corrective actions for system errors.
- Immediate investigation and reporting of any data breaches.

6. Data Sharing

Personal information is shared only with the school that registered the learner or with authorised parents/guardians linked to the learner.

MyEncore does not sell or distribute personal information to third parties.

Any third-party service providers (e.g., payment processors) are required to comply with POPIA.

7. Data Subject Rights

Parents/guardians and learners have the right to:

- Request confirmation of what personal information is held.
- Request correction or deletion of inaccurate personal information.
- Object to the processing of their personal information (where legally applicable).

Requests must be submitted in writing to: privacy@myencore.co.za

8. Retention of Information

Personal information is retained only as long as necessary for school administration, or as required by law. Data no longer needed is securely deleted or anonymized.

9. Breach Notification

In the event of a personal information breach, MyEncore will:

- Notify the affected school and/or parent/guardian as soon as reasonably possible.
- Provide details of the nature of the breach and corrective actions taken.
- Work with the school to mitigate risks and prevent recurrence.

10. Policy Review

This policy is reviewed annually or when required by law. Updated versions will be made available to all partner schools and will be accessible to parents upon request or via our website.

Jacques J. du Preez
Founder – MyEncore CC

Signed:

