

PRIVACY POLICY

Pro Expert Institute

Effective Date: June 2026

Pro Expert Institute ("we", "our", or "us") is committed to protecting your privacy and ensuring that your personal information is collected, processed, stored, and protected in accordance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)** and other applicable South African legislation.

By using our website, submitting information to us, registering for a programme, or engaging with our services, you consent to the collection and processing of your personal information as described in this Privacy Policy.

1. WHO WE ARE

Pro Expert Institute

Level 1 B-BBEE Contributor

100% Black-Owned and 100% Black Woman-Owned

Training, Skills Development, Leadership Development, Coaching and Workplace Learning Provider

Website: www.proexpert.co.za

Email: info@proexpert.co.za

South Africa

2. INFORMATION WE COLLECT

We may collect and process the following personal information:

Personal Information

- Full name
- Identity or passport number
- Date of birth
- Gender
- Nationality

Contact Information

- Email address
- Telephone number
- Physical address

Employment Information

- Employer details
- Job title
- Employment history

Educational Information

- Qualifications
- Academic records
- Skills development records
- Assessment results

Website Information

- IP address
- Browser information
- Website usage data
- Cookies and analytics information

3. WHY WE COLLECT YOUR INFORMATION

We collect personal information to:

- Register learners for programmes
- Deliver training and learning services
- Manage learnerships and skills programmes
- Conduct assessments and moderation
- Issue certificates and statements of results
- Communicate with learners and clients

- Provide coaching and mentoring services
 - Comply with SETA, QCTO, and regulatory requirements
 - Process grant and funding applications
 - Improve our services and website functionality
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4. HOW WE USE YOUR INFORMATION

Your information may be used to:

- Verify your identity
 - Process registrations and applications
 - Facilitate learning and assessment activities
 - Maintain learner records
 - Submit information to relevant SETAs, QCTO, employers, or funding bodies where required
 - Respond to enquiries and support requests
 - Send important programme updates and communications
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5. SHARING OF INFORMATION

Pro Expert Institute will not sell, rent, or trade your personal information.

Information may be shared with:

- Relevant SETAs
- QCTO
- Employers or sponsoring organisations
- Assessment and moderation personnel
- Government departments where required by law
- Service providers assisting us with programme administration

Information will only be shared where necessary and lawful.

6. PROTECTION OF PERSONAL INFORMATION

We take reasonable technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure
- Destruction

Only authorised personnel have access to personal information required for legitimate business purposes.

7. RETENTION OF INFORMATION

Personal information will be retained only for as long as necessary to:

- Fulfil the purpose for which it was collected;
- Meet legal and regulatory obligations; or
- Satisfy SETA, QCTO, audit, and compliance requirements.

8. YOUR RIGHTS

In terms of POPIA, you have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of information where legally permissible
- Object to certain processing activities
- Withdraw consent where applicable
- Lodge a complaint regarding the handling of your personal information

9. COOKIES AND WEBSITE ANALYTICS

Our website may use cookies and similar technologies to:

- Improve user experience
- Monitor website performance
- Analyse website traffic
- Enhance website functionality

You may disable cookies through your browser settings, although some website features may not function correctly.

10. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites.

Pro Expert Institute is not responsible for the privacy practices, content, or security of external websites. Users access third-party websites at their own risk.

11. CHANGES TO THIS POLICY

We reserve the right to update this Privacy Policy from time to time.

Any updates will be published on this website and will take effect immediately upon publication.

12. CONTACT US

If you have any questions regarding this Privacy Policy or the processing of your personal information, please contact:

Information Officer

Pro Expert Institute

 Email: info@proexpert.co.za

 Website: www.proexpert.co.za

 South Africa

Consent

By submitting your information through our website, registration forms, enquiry forms, programme applications, or by using our services, you acknowledge that you have read and

understood this Privacy Policy and consent to the processing of your personal information in accordance with applicable laws and regulations.