



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

Privacy Policy

DEPARTMENT: WATER AND SANITATION (DWS)

Compliant to the Protection of Personal Information (POPI) Act, (Act 4 of 2013)

OUR COMMITMENT

This privacy policy is intended to inform the user of our privacy principles and how the information that is collected, is utilised by the Department. The policy is an extension of the Department's commitment to combining quality products and services with integrity in dealing with our users.

When a user registers for CHART we need to collect certain personal information about the user, in order to provide the services that the user has requested. The policy is designed to assist the user in understanding how the Department collects, uses and safeguards the personal information provided by the user, to us and to assist the user in making informed decisions when using the Department's site, our products and services.

WHAT INFORMATION DO WE COLLECT?

When you visit our site, you will need to register, to continue and make use of the services offered.

The following **PERSONAL** information is required:

- First Name
- Last Name
- Contact Number
- E-mail Address

Certain non-personal information may be collected. This will comprise of data about usage and service that is not associated with your personal identity.

Once you register and provide us with your personal information it will be used for the purposes of providing you with the requested service and in conformity with the provisions of the Electronic Communications and Transactions Act 25/2002 <https://www.gov.za/documents/electronic-communications-and-transactions-act> as well as the Promotion of Access to Information Act (PAIA): <https://www.gov.za/documents/promotion-access-information-act>.

We respect your privacy and undertake not to sell, rent, lease or give away your personal information to others.

Children should be supervised by parental guardian. You may learn more about protecting children's privacy online by visiting <https://popia.co.za/category/children/>.

HOW DO WE USE THE INFORMATION COLLECTED?

Persons we employ directly, or as contractors or agents at our discretion, use your personal information for purposes of administering our business activities, providing customer services such as support and making data available as requested.

WITH WHOM WILL WE SHARE YOUR INFORMATION?

We will not share your personal information with third parties except in responding to your requests for products or services and with your consent.

DATA ACCESS

We will provide you with access to your information, and if possible, protect your privacy and security. When doing so we will verify your identity by Username and Password before granting access to your data.

If you choose to post information on our site or maintain email, snail mail or telephone contact with us, we may retain such information also.

SECURITY

CHART undertakes to take all reasonable measures to protect the information provided to us. These measures include but are not limited to preventing unauthorised access or disclosure, maintaining data accuracy, and ensuring the appropriate use of the information.

It is our policy to allow all users to view and extract data (except confidential data) that are included on the CHART. Only the data owner will have rights to edit data of the specific data owner.

CHANGES TO THIS STATEMENT

It is important to note that these guidelines are subject to change at any time. You are required to confirm your acknowledgement, acceptance of this privacy policy and provide your consent for the collection and/or use of your personal information for purposes indicated above.

ACCEPTANCE OF POLICY

By using this site, you signify your acceptance of our privacy policy, and you consent to the use of your personal information collected, for purposes of administering our business activities, providing customer services such as support and making data available as requested.

If you do not agree with this policy, do not use the site or provide any of your personal information.

For further queries or concerns you may email us at [NGA User Request](#).

Effective date of policy: June 2010

Revision date of policy: July 2024