



PRIVACY NOTICE – PROTECTION OF PERSONAL INFORMATION ACT (“POPIA”)

We understand that your personal information is important to you and that you may be apprehensive about disclosing it. Your privacy is just as important to us, and we are committed to safeguarding and processing your information in a lawful manner.

We also want to make sure that you understand how and for what purpose we process your information. If for any reason you think that your information is not processed in a correct manner, or that your information is being used for a purpose other than that for what it was originally intended, you can contact our Information Officer.

You can request access to the information we hold about you at any time and if you think that we have outdated information, please request us to update or correct it.

Our Information Officer's Contact Details	
Name	Sivanasan Govender
Contact Number	0813211312
Email Address:	info@awakeningleadership.co.za

Our details:

Awakening Leadership (PTY) LTD

140A Kelvin Drive,

Morningside Manor,

Johannesburg, 2196

info@awakeningleadership.co.za

Purpose of Processing Personal Information

Awakening Leadership (PTY) LTD conducts personal and business coaching and training to improve personal and work performance, leadership ability and facilitate effective team dynamics and culture within organisations. To do so our clients (and their employees where relevant) will be required to share necessary information and data that will aid the coaching conversation and to improve on the coaching outcomes agreed upon. The personal information requested is to assist AWAKENING LEADERSHIP (PTY) LTD, its affiliates and partners to support the individual (and their employer where relevant) with professional and quality coaching, and to meet the client's needs and expectations.

The source of collection of your personal information:

We collect personal information directly and indirectly from the following data subjects:

- Coaching sessions in which information may be shared
- Workshops and group training sessions
- The Organisation sharing employee information which enables the coaching process
- Personal details that we must share with our business partners (third-party suppliers and service providers) which supports the coaching process
- Reports and personality assessments that we receive from third-party service providers.

Personal information is collected directly or indirectly from individuals through the completion of feedback forms, online surveys, online forms and during consultations. These forms are completed either electronically or in hard copy. Individuals may also be requested to provide their personal information during a consultation with a representative. Some personal information may be shared by the individuals employer where relevant.

We may also collect information about you from other sources such as external third parties and from cookies used on our website.

Purpose for Processing your Information:

We collect, hold, use and disclose personal information mainly to provide our clients with access to the services and products that we offer. We will only process client information for a purpose they would reasonably expect, including:

- Complying with the obligations contained in the contract concluded between the client and AWAKENING LEADERSHIP (PTY) LTD
- Providing coaching services, leadership training and learning programs according to the needs and expectations of the client we serve.
- To notify our clients of new products or developments that may be of interest
- To confirm, verify and update client details
- To comply with any legal and regulatory requirements

Some of the information we hold may include,

1. Personal Information needed and requested by AWAKENING LEADERSHIP (PTY) LTD

Personal Details

- Name and surname
- Date of Birth

Contact Details

- Cell phone and/or Landline number
- Email address
- Physical work address

Work Information

- Employee code/ number
- Role size
- Responsibilities
- Work experience and history
- Team dynamics
- Reporting lines

Education

- Qualifications
- Courses completed
- Career goals

2. Personal Information needed for the purposes of Financial Coaching

(Only if Financial Coaching is requested by the client) This information will **only be requested** to aid the client's specific need:

- Salary
- Income and Expenses
- Assets and liabilities
- Financial portfolio
- Marital status and contract type
- Number and ages of dependents

3. Indirect Information

Information that may be shared to a coach indirectly through the consultancy process. This will not be requested by Awakening Leadership directly; but may form part of the collected data.

- Gender
- Age
- Language
- Financial goals
- Personal goals and challenges
- Family goals and challenges
- Medical history
- Personality types
- Physical and mental wellbeing

Some of the aforementioned personal information may be mandatory to provide within the context of third-party product providers requirements and disclosures.

Failing to provide compulsory information may lead to our organisation's inability to carry out the functions necessary to perform as coaching partner.

Third parties and client personal information

We may need to share client information to third parties, provide advice, reports, analyses, products, or services that have been requested. Where we share client information, we will take all precautions to ensure that the third party will treat that information with the same level of protection as required by us.

These third parties may include:

- Your employer (where relevant).
- Information Technology specialists assisting us with data storage, security, processing, analytics, etc.
- Auditors of the Organisation.
- Third Party Suppliers and Service Providers
 - Neurozone
 - Lumina Learning SA
 - Ennea International
 - Integrative9 Enneagram Solutions

The transfer of client personal information outside of the Republic of South Africa

AWAKENING LEADERSHIP (PTY) LTD has one of its directors/coach who is of South African origin and currently resides in the USA.

Personal information may be hosted on servers managed by third-party service providers whom we may partner with to bring you global coaching tools and these third-party providers may be located outside of South Africa.

We will strive to ensure that the level of protection afforded to our clients personal information by that third-party is equal to the protection afforded by the POPI Act.

Complaints and objections

Our data subjects, have the right to –

- Request that we confirm, free of charge, whether or not we hold personal information about them.
- Request that we provide a description of the personal information we hold about them, and to explain why and how it is being processed (please complete Annexure A).
- Request that we consider their objections to the processing of their personal information (please complete Annexure B).
- Lodge a complaint with the Information Regulator (please complete Annexure B).

The Information Regulator

In the event that clients personal information has not been processed in accordance with the POPI Act and the principles set out above, they have the right to lodge a complaint with the Information Regulator.

For further information regarding the complaints process, please visit the website of the Information Regulator, as indicated below.

Alternatively, you may contact the Information Regulator for further assistance:

The Information Regulator: Adv Pansy Tlakula

Physical Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Email: complaints.IR@justice.gov.za

Website: <https://www.justice.gov.za/inforeg/index.html>