**NGA Privacy Notice**

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Oxford Office Park

3 Bauhinia Street

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Centurion

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Postnet Suite 113

Private Bag X3

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**Introduction:**

Your privacy is critically important to us we are committed to handling your personal information with the utmost respect and care. By closely following the guidelines and standards of the POPI Act we not only comply with the law but also ensure that your data is secure and safe. If you have questions about deleting or correcting your personal data please contact our administration office.

It is NGA’s policy to respect your privacy regarding any information we may collect while operating on or website.

We reserve the right to update this notice **Who we are:**

NGA, the leading provider of online intelligence solutions delivering data insights to clients, releases its social media business insight solution as Software-as-a-Service (SaaS) after 2 years of hard work, dedication, and research. With the release of this product, companies are now empowered to have the same sophistication and business insight which was once only affordable to larger organizations that had more resources.  
  
Built on the NGA forensic science algorithms and database platform, NGA combines social media monitoring, analytics, and business insight.   
  
NGA will continue to find innovative ways to harness this insight by developing intelligent layers to automatically analyse content to identify opportunities and points of interest from the large social data sets to assist organizations.  
  
We are Data Science Experts.

**The type of personal information we collect:**

We currently collect and process the following information, including but not limited to:

* Name
* Email Address
* Telephone Number
* Job Title
* Business/Company
* Industry
* City and State
* Country
* IP address

**Information provided to us:**

The information we collect on or through our website may include:

* Information that you provide by filling in forms or inputting data on our website
* Records and copies of your correspondence, if you contact is
* Details of transactions you carry out with NGA and fulfilment of your orders
* Your search queries on the NGA website.

**Information we collect through Automatic Data Collection Technologies:**

As you navigate through and interact with our website, we may use automatic data collection technologies to collect information about your equipment, browsing actions, and patterns, including:  
  
Details of your visits to our website, including traffic data, location data, logs, and other communication data and the resources that you access and use of the NGA website.

Information about your computer and internet connection, including your IP address, operating system, and browser type.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking).

The information we collect automatically may include Personal Information, or we may maintain it or associate it with Personal Information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service.

We also may collect personal information from other sources: Some of the sources listed include publicly available database data, social network information and from marketing partners.

* Social Network Information
* Joint Marketing Partners;
* Publicly available information sources and databases

**What Analytic Tools Does NGA Use**

In order to understand the navigational trends on the NGA Sites we use third-party analytics tools which collect information which your browser sends when you visit a NGA Site. Here are tools which we use and links to their privacy policies:

* Linkedin Campaign Manager: <https://www.linkedin.com/legal/privacy-policy>
* Google Analytics: <https://policies.google.com/privacy?hl=en>

**How we use your personal Data**

All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights.

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to your use of your personal data (e.g., by subscribing to emails). Because it is in our legitimate interests, or for the establishment, exercise, or defence of legal claims. Specifically, we may use your data for the following purposes:

* Providing and managing your access to the NGA sites
* Personalizing and tailoring your experience on the NGA sites
* Supplying our products and services to you (please note that we require your personal data in order to enter into a contract with you)
* Personalizing and tailoring our products and services for you
* Replying to emails from you
* Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by clicking the unsubscribe link at the bottom of any of the emails)
* To fulfil any other purpose for which you provide it
* To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collections
* To notify you about changes to any products or services we offer or provide
* In any other way we may describe when you provide the information
* For any other purpose with your consent
* Market research
* Analysing your use of the NGA site and gathering feedback to enable us to continually improve the NGA site and your user experience.

With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email with information, news and offers on our products, services and events. We take reasonable steps to ensure that we fully protect your rights and comply with our legal obligations. By subscribing to your mails, we assume you are a business user and have an interest in the business content that we supply, even if you choose to use a personal email address.

**How we get the personal information and what we use it for:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* Social Network Information
* Joint Marketing Partners
* Publicly available databases

We also receive personal information indirectly, from the following sources in the following scenarios:

* Third parties in terms of invoices/statements
* Legal Professional Council

We may share this information with:

* Banking Institutions;
* SARS- verification purposes;
* Auditors;

**When will we process your personal information:**

In terms of Section 11 of the Protection of Personal Information Act (POPI), the justification ground which we base our processing on consist out of the following:

* The data subject or a competent person where the data subject is a child **consents** to the processing. Kindly note that you have the right to withdraw your consent;
* The processing is **necessary** to carry out actions for the conclusion or performance of a contract to which the data subject is a party;
* The processing complies with an **obligation** imposed by law on the business;
* The processing protects a **legitimate** interest of the data subject;
* The processing is necessary for the proper performance of a **public law** duty by the business;

Or

* The processing is necessary for pursuing the legitimate **interests** of the business or of a third party to whom the information is supplied.

**How we store your personal information:**

Your information is securely stored: Internal Servers – Private cloud.

We keep your information according to our data retention policy. We will then dispose your information according to our data destruction policy. We also only keep your personal data for as long as we need to in order to use it as described above and for as long as we have your permission to keep it.

**Your data protection rights:**

* You are entitled to access your personal data by sending a written request to [compliance@nga.co.za](mailto:compliance@nga.co.za)
* You may also request us to correct or supplement any of your personal data which we will undertake as soon as practicable.
* Request the destruction of your personal data. We will consider your request in light of any other laws or regulations prohibiting us from destroying your personal data.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [compliance@nga.co.za](mailto:compliance@nga.co.za) if you **wish** to make a request.

**Contact details: NGA(Pty) Ltd**

Name: Kobus Cilliers

Address: Unit 19, First Floor Oxford Office Park, 3 Bauhinia Street, Highveld Techno Park, Centurion 0167

PhoneNumber:011 568 0777

E-mail: [compliance@nga.co.za](mailto:compliance@nga.co.za)

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [compliance@nga.co.za](mailto:compliance@nga.co.za)

Should you believe that Ngidi Germishuys and Associates (PTY) Ltd has utilised your personal information contrary to Applicable Laws, you undertake to first attempt to resolve any concerns with Ngidi Germishuys and Associates (PTY) Ltd. If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator, using the contact details listed below.

**The Information Regulator (South Africa)**

JD House, 27 Stiemens Street,

Braamfontein, Johannesburg, 2001   
P.O Box 31533   
Braamfontein, Johannesburg, 2017

**POPIA Complaints email:** [**POPIAcomplaints.IR@justice.gov.za**](mailto:POPIAcomplaints.IR@justice.gov.za)

**PAIA Complaints email:** [**PAIAcomplaints.IR@justice.gov.za**](mailto:PAIAcomplaints.IR@justice.gov.za)