

# UNIVERSITY OF CAPE TOWN (UCT) PAYMENT PORTAL WEBSITE PRIVACY NOTICE

Protecting the privacy of our customers is vital to us. UCT recognizes the significance of protecting your privacy in respect of your personal identifying information. The following information will assist you to understand the purpose for which your information is collected, stored and used. We endeavour to keep your information confidential and will only share the information as provided for in this notice, if we are legally compelled to do so, to fulfil your request for selected services or products or if you have given your consent to do so.

We will take appropriate and reasonable technical and organizational steps to prevent unauthorized access to or disclosure of your Personal Information.

This privacy notice is part of UCT's agreement with you and may be updated when required. Please read this agreement in conjunction with the terms and conditions from the various departments or faculties offering products or services on this platform and the third-party payment provider.

By using this service, you consent to the terms and conditions of this privacy notice. If you do not agree, or do not understand the service, or are underage to complete the payment forms. Please raise your concerns by contacting the Director: Treasury and Banking Liaison, Job Kaira - [job.kaira@uct.ac.za](mailto:job.kaira@uct.ac.za)

## 1. SHARING YOUR INFORMATION WITH UCT

The University of Cape Town (UCT) is a public higher education institution in terms of the Higher Education Act, 1997, and undertakes teaching, research and public service. The University is situated in Cape Town, Western Cape, South Africa and the physical address is Woolsack Drive, Rondebosch, 7701

## 2. WHAT INFORMATION IS COLLECTED

### 2.1. We may collect personal information

When you visit our payment website (<https://payments.uct.ac.za> or one of its associated URL's) we collect the information that you entered when you completed one or more of the payment forms. This information may include one or a combination of the following Personal Identifiable Information (PII) full name, email address, home or postal address, mobile or telephone number, date of birth, or linkable information e.g., campus ID, job position, country. The information is required to process and allocate your payment.

There may be fields which are voluntary to complete, and we have kept the mandatory fields to a minimum with the specific objective to fulfil your order or process your payment.

At no point do we retain your credit or debit card details or parts thereof. Your reference will be passed to the third-party payment provider who is a payment card industry data system security (PCI DSS) Level 1 certification entity. Presently the UCT third party payment gateway provider is PayU

The Universities payment gateway provider has security measures in place. Their privacy policy is accessible at <https://southafrica.payu.com/legal/> and-a link to their terms and conditions can be found on the UCT Payment Portal Gateway website.

## 3. INFORMATION RETENTION

### 3.1. We retain your information

We retain your information for as long is as necessary to fulfil the purposes herein as required or authorised by law.

## **4. YOUR INFORMATION MAY BE USED FOR THE FOLLOWING PURPOSES**

### **4.1. We use the information in the fulfilment of services or products**

We may use the information as validation as to render the specific services or products you have paid for, we may, therefore, contact you to provide further information on your request or to clarify the request details.

### **4.2. We use the information for financial reconciliation**

We may use the information to reconcile your account to ensure that it reflects the latest balances and that UCT can account for income received by an individual or entity as is required by law.

### **4.3. We use cookies**

Cookies are pieces of information a website transfers to a user's hard drive for record-keeping purposes. The use of cookies is an industry standard. Our site utilises cookies, however, to note no information about you is tracked or retained. Cookies are used to only record your browser session and to enable tokenization, which is a mechanism to obfuscate sensitive data.

### **4.4. We collect your IP address**

We collect standard information about your internet connection, the type of information we collect includes your IP address or location. An IP address is a number that is automatically assigned to a computer whenever it is connected to the Internet.

## **5. INFORMATION SHARING GUIDELINE**

### **5.1. We do not share or trade your information with companies or institutions**

UCT respects your right to privacy and will not share or trade your information with companies or institutions for use of their own purposes. We will only use the information to facilitate order fulfilment.

### **5.2. We may be required by law to share your information.**

Where there is a legitimate need or the law compels us to share your information, we may share your information. We will make every concerted effort to ensure that the request is of a legitimate nature.

## **6. INFORMATION PROTECTION**

### **6.1. Information security**

We implement and maintain reasonable security safeguards based on the sensitivity of the information. No institution or corporate can foresee and/or prevent all emergent security threats and if aware, we will let you know of any breaches which affect your personal information unless we are obligated in law not to do so.

The site is run using Hypertext Transfer Protocol Secure (HTTPS) and data is encrypted at transit. PII will also be encrypted at rest.

## **7. VISITOR RIGHTS AND RESPONSIBILITIES**

As a visitor to our payment portal, you have the right to:

- Request to know what PII information we retain about you;
- Request to know what information we share or was sent to other parties;
- Request an update, correction or deletion of any out of date information we may hold about you;
- Object to the processing of your PII; and
- Have the right to lodge a complaint with the Information Regulator

We acknowledge your request for access to your information. You may contact Director: Treasury and Banking Liaison, Job Kaira - [job.kaira@uct.ac.za](mailto:job.kaira@uct.ac.za) who will review such requests. To protect your information, we will require valid proof of identification.