



# Digital Forensics South Africa

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## 1. Introduction

- 1.1. Digital Forensics South Africa "DFSA" ("we," "our," or "us") is committed to protecting the privacy and personal information of our stakeholders, including employees, prospective employees, clients, and visitors to our website, persons communicating with us via email or other online communication platform, whatsapp or other messaging service.
- 1.2. This Privacy Policy outlines how we collect, use, store, and protect personal information in compliance with South African legislation, with specific reference to the Protection of Personal Information Act, Act 4 of 2013 (POPIA)
- 1.3. This privacy policy applies when you visit or use our websites, apps and use our other services, including events, that refer or link to this privacy policy (each, a "Service"). This privacy policy may be supplemented by additional privacy statements, terms or notices provided to you in the course of your interaction with us.
- 1.4. If we do require personal information, you may choose not to submit the requested information, but that may limit or prohibit the services or interaction that DFSA is able to provide to you and we will process your information in terms of the contract, mandate or service agreement in terms of which the data was received
- 1.5. Please note the definition of Operator and Responsible party at the end of this document- in some instances DFSA will not be the Responsible Party but only an operator

## 2. Scope

- 2.1. This Privacy Policy applies to:
- 2.2. Our website, which is non-interactive but may contain links to third-party sites such as videos, media or social media posts from time to time etc.
- 2.3. Communication via email, social media platforms (e.g., LinkedIn, WhatsApp), and cloud-based communication tools (e.g., Teams).
- 2.4. Information exchanges with employees, prospective employees, and clients.
- 2.5. It is imperative to note that due to the nature of our services, the processing of data in relation to clients is strictly managed by the Service Level Agreement with that client, the privacy policies of that client and all data pertaining to

the client in the course of an engagement will be dealt with by the client as the responsible party

- 2.6. Any and all requests for information pertaining to the client will be directed to the client

### 3. Data Collection Methods

- 3.1. We may collect information about you through:

- 3.1.1. **Direct Input:** Voluntary submissions via communication platforms (e.g., email, WhatsApp, Teams, forms, surveys).
- 3.1.2. Accessing our **website** or communicating through other messaging and online formats
- 3.1.3. **Third-Party Sources:** Data obtained from external sources, including social networks when permission is granted. This includes accessing the services of our service providers indirectly through a link provided by us
- 3.1.4. **Automated Technologies:** Data collected through systems, applications, and other automated processes.
- 3.1.5. **Employment** applications, onboarding processes, information required to maintain our employment relationship
- 3.1.6. **Client interactions** for service delivery and relationship management.

- 3.2. We collect this data through our servers, communication platforms, service providers and the use of cookies and other technologies.

#### COOKIES

- 3.3. We may use cookies and similar technologies to enable functionality, analyse website traffic, and enhance user experience. These tools may collect anonymous data such as your IP address and browser type (Anonymous unique identifiers).
- 3.4. If you prefer not to accept cookies, you can change your browser settings to block them.
- 3.5. However, if you block certain cookies, you may not be able to register, login, or access certain parts or make full use of the Service.
- 3.6. Cookies are small text files that can be read by a web server in the domain that put the cookie on your hard drive. We may use cookies and other

technologies to store your preferences and settings, help you with signing in, and analyse site operations.

- 3.7. Our website uses strictly necessary cookies to ensure functionality. No personal information is collected unless voluntarily provided by the user.

## ANALYTICS

- 3.8. We use Google Analytics to help us understand how our customers use our Sites--you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>.
- 3.9. You can opt-out of Google Analytics here:  
<https://tools.google.com/dlpage/gaoptout> For some more information, you can visit: <http://www.allaboutcookies.org>

## EMBEDDED CONTENT

- 3.10. From time to time, for information purposes, our website may include embedded content (e.g. videos from YouTube). Embedded content from other websites behaves in the same way as if you visited that website directly. These third-party platforms may collect data about you, use cookies, or monitor your interaction with the embedded content. Please visit the links to their privacy policies to understand how they use your data.

## 4. Sources of data;

- 4.1. Physical submission;
- 4.2. Visiting our premises and completing for eg a register/ biometric access information;
- 4.3. Publicly available sources (including open source information);

## 5. Types of Data Collected

- 5.1. We may collect the following types of data:
- 5.1.1. Personal Identifiable Information (PII)- include names(s), surname, age, nationality, identifiers like usernames, job title, birthday, gender;
  - 5.1.2. Contact data;
  - 5.1.3. Financial Data;

- 5.1.4. Browser and device data;
- 5.1.5. IP addresses and other technical data, such as your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website;
- 5.1.6. Pages visited and time spent;
- 5.1.7. Referral sources (like search terms you used)
  
- 5.1.8. Some of the cookies that are installed on your device;
- 5.2. Information generated through communication include:
  - 5.2.1. Chat messages, shared files, meeting recordings, and transcripts.
  - 5.2.2. Audio, video, and screen-sharing data from virtual meetings.
- 5.3. Metadata (information about data)
- 5.4. Communication Metadata: Delivery details, subject lines, timestamps, and technical data such as server locations
- 5.5. Details captured during communications:
  - 5.5.1. Meeting schedules, durations, and participation data (e.g., attendees and activities within a session).
  - 5.5.2. Interaction History
  - 5.5.3. Records of past communications:
  - 5.5.4. Logs including dates, times, participants, and other communication details.
  - 5.5.5. Log Files
    - 5.5.5.1. "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
  - 5.5.6. Web beacons
    - 5.5.6.1. "Web beacons," "tags," and "pixels" are electronic files used to record information about how you browse the Site
  - 5.5.7. Technical Information
  - 5.5.8. Details related to devices and systems:
    - 5.5.8.1. IP addresses, operating system details, browser types and versions.
    - 5.5.8.2. Application performance data, including error reports, troubleshooting info, and diagnostics.
- 5.6. Uploaded Content

- 5.6.1. Content shared during collaborations, such as:
  - 5.6.1.1. Files, images, documents, or media.
  - 5.6.1.2. Feedback and Surveys
  - 5.6.1.3. Responses provided in surveys or feedback activities.
  - 5.6.1.4. Usage Data
- 5.7. Data generated from platform usage:
  - 5.7.1. Features accessed, settings selected, and clickstream data (e.g., visited pages, search terms).
  - 5.7.2. Location-aware services data, including regional or city-level location details to enhance content relevance.
- 5.8. Email Communications:
  - 5.8.1. Information collected during email exchanges include:
  - 5.8.2. Sender and Recipient Information: Names, email addresses, and other contact details.
  - 5.8.3. Content of Emails: Any personal or sensitive information explicitly provided in the body of the email, such as ID numbers or employment details.
  - 5.8.4. Attachments: Documents, files, or images containing personal identifiers or confidential information.
  - 5.8.5. Responses to Email Campaigns or Surveys: Feedback shared in campaigns or surveys.
  - 5.8.6. Signature Information: Contact details from email signatures (e.g., phone numbers, physical addresses, job titles).

## 6. Grounds for Processing

- 6.1. The Grounds for legitimate processing in terms of POPIA can be summarised as follows:
  - 6.1.1. Necessary to provide a service or fulfil a contract.
  - 6.1.2. Necessary for compliance with legal obligations.
  - 6.1.3. Necessary for tasks carried out in the public interest.
  - 6.1.4. Necessary to enable customers to comply with their legal obligations.
  - 6.1.5. Necessary for the protection of rights
  - 6.1.6. With the individual's consent.

- 6.1.7. Necessary to operate the business, protect security, detect or prevent fraud, Business Operations, or fulfil other legitimate interests, protecting and maintaining our electronic platforms, including troubleshooting, data analysis, testing, system maintenance, support, reporting, and hosting of data- unless overridden by privacy rights.
- 6.2. More than one lawful ground may relate to your personal information at any one time.

## 7. HR Functions Under POPIA

- 7.1. The following normal Human Resources functions require processing of personal information:
  - 7.1.1. **Recruitment and Onboarding:** Collecting and processing data of job applicants and new hires.
  - 7.1.2. **Payroll Management:** Handling salary payments, tax deductions, and benefits.
  - 7.1.3. **Employee Records:** Maintaining records of employment history, performance, and disciplinary actions.
  - 7.1.4. **Training and Development:** Managing data related to employee skills and compliance training.
  - 7.1.5. **Compliance:** Ensuring adherence to labour laws and regulations.
  - 7.1.6. **Workforce Planning:** Using data to forecast staffing needs and manage changes.

## 8. Consent and Exceptions

- 8.1. We require explicit consent for the collection and use of personal information, except where:
  - 8.1.1. Processing is necessary to comply with legal obligations.
    - 8.1.1.1. Eg. We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

- 8.1.2. Processing is required to protect the legitimate interests of the company or a third party.
  - 8.1.2.1. Eg. We use the Device Information that we collect to help us screen for potential risk and fraud.
- 8.1.3. enforce applicable Terms of Use, including investigation of potential violations thereof;
- 8.1.4. protect against imminent harm to the rights, property or safety of DFSA, our Personnel, users of this website or the public as required or permitted by law
- 8.2. Please note that we may process your Personal Information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law. Exceptions will be applied in good faith.

## 9. International Data Transfers

- 9.1. While we are based in South Africa, some users may access our site from outside of the country. All personal information (if any were to be collected) would be processed in accordance with South African law but where applicable, the relevant data legislation of a particular jurisdiction may apply.
- 9.2. If an end-user is in the European Union, the law requires certain disclosures and consents in terms of the General Data Protection Regulation (GDPR). Commercially reasonable efforts must be implemented to ensure that an end user is provided with clear and comprehensive information about this site's policies.
- 9.3. In the event of a service provider being outside of South Africa, we may also under certain circumstances be required to transfer your data outside of our jurisdiction- we ensure a similar degree of protection as you receive in terms of South African Legislation.
- 9.4. We will conclude robust privacy protection agreements in all these instances to align at least with South African Legislation.
- 9.5. If required, by submitting your Personal Information to us you consent to the transfer of your Personal Information outside the borders of South Africa.



## 10. Data Retention

- 10.1. Personal information will be retained in accordance with South African legislation, including but not limited to legal obligations (including regulatory requirements such as in terms of the Companies Act, the Tax Administration Act, other Regulatory requirements), maintaining business and financial records, resolving disputes, maintaining security, detecting and preventing fraud and abuse, and enforcing our agreements.
- 10.2. Data will be stored securely and only for as long as necessary to fulfil its intended purpose.
- 10.3. Our data retention policy focus on balancing compliance, security, and operational efficiency.
- 10.4. We Implement secure deletion methods for data disposal, such as shredding or overwriting, to prevent unauthorized access.
- 10.5. We categorize data by sensitivity and importance to determine appropriate retention periods
- 10.6. We educate staff on data retention policies and their role in maintaining compliance.
- 10.7. We conduct periodic reviews to ensure compliance with retention policies and identify outdated or unnecessary data.
- 10.8. We implement automated solutions and use tools to automate data retention and deletion processes, ensuring consistency and reducing human error.
- 10.9. Anonymisation of data where appropriate and viable

## 11. Children's Privacy

- 11.1. We do not knowingly collect information from children under the age of 14 or target the Service to children under 14.

## 12. Security Measures

- 12.1. We implement strict security measures to protect personal information, including:
  - 12.1.1. Physical protection of servers and other data storage media.

- 12.1.2. Encryption and secure storage of data.
- 12.1.3. Regular system maintenance and testing, including security audits.
- 12.1.4. Access controls to prevent unauthorized access.
- 12.1.5. Back-ups
- 12.1.6. Employee training

## 13. Third Parties

- 13.1. We may utilise third parties to process your information on our behalf under certain circumstances.
- 13.2. This is to be distinguished from an instance where we are the processor on behalf of a responsible party.
- 13.3. If we are however the Responsible party for your data, we will enter into a contractual agreement with the third party with at least the same processing requirements as our own and will include to not process your personal information to amend, modify or merge any personal information outside of our instructions.
- 13.4. Where we provide services or products through a third party and links to their sites, we do not control the privacy policies of those sites.
- 13.5. You must familiarise yourself with their privacy policies- DFSA cannot be held liable for the processing of that information.
- 13.6. We will remain in control of the data as the Responsible Party

## 14. Your Rights

- 14.1. You have the right under privacy and data protection laws to request free of charge:
  - 14.1.1. access to your personal information;
  - 14.1.2. rectification or erasure of your personal information;
  - 14.1.3. restriction of our processing of your personal information, or to object to our processing; and
  - 14.1.4. portability of your personal information.
  - 14.1.5. Withdraw consent

- 14.2. If you wish to exercise these rights, please submit your request in writing via our Information Officer. We will respond to your request in line with the requirements set out in our PAIA manual- available on our website or by request to our information officer.
- 14.3. To protect your privacy and security, we may require you to verify your identity.
- 14.4. Exercising your personal rights in terms of POPIA is generally free of charge, with certain exceptions in terms of PAIA.
- 14.5. It is important that our information about you is up to date. Should any information change, advise us as a matter of urgency.
- 14.6. If you submit personal information on behalf of another person, it is your responsibility to ensure that they have consented and have been made aware of this policy.

## 15. Changes

- 15.1. We will update this privacy policy from time to time. Any changes will be posted on this page with an updated revision date.
- 15.2. Any amendments will apply from the date of publication.

## 16. Limitation of Liability

- 16.1. While we strive to protect personal information, DFSA shall not be held liable for damages resulting from the unauthorized disclosure of personal information, except in cases of gross negligence or wilful misconduct.

## 17. Contact Information

- 17.1. For questions or concerns regarding this Privacy Policy, please contact our Information officer:

Ilse Grobler

[IlseG@dfsa.org.za](mailto:IlseG@dfsa.org.za)

[info@dfsa.org.za](mailto:info@dfsa.org.za)

## Definitions:

(Only limited definitions specifically referred to for clarity)

**‘Responsible party’** means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;

**“Operator”** a person who processes personal information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party