

EDUVANCE GROUP (PTY) LTD

PRIVACY POLICY

Effective Date: 10 May 2026 | Version 1.0

Company	Eduvance Group (Pty) Ltd
Registration	South Africa
Website	www.eduvance.co.za
LinkedIn	linkedin.com/company/eduvancesa
Email	info@eduvance.co.za
WhatsApp	+27 68 591 8470
Information Officer	Ziyaad Evans (CEO)

1. Introduction

Eduvance Group (Pty) Ltd ("Eduvance", "we", "us", or "our") is committed to protecting your personal information and respecting your right to privacy. This Privacy Policy explains how we collect, use, store, share, and protect personal information obtained through our website (www.eduvance.co.za), our LinkedIn company page, and through the delivery of our services to partner schools across South Africa.

This policy is drafted in compliance with the Protection of Personal Information Act 4 of 2013 ("POPIA"), and has been designed to meet the privacy requirements of LinkedIn and other digital platforms on which Eduvance operates.

By accessing our website or interacting with us on any digital platform, you acknowledge that you have read and understood this Privacy Policy.

2. Who We Are

Eduvance Group (Pty) Ltd is a South African company providing back-office outsourcing services to independent schools. Our services include school finance management, HR and payroll administration, fee collection, enrolment support, and marketing services through our products EduMag, EduCare, and EduLink.

We operate as a Responsible Party under POPIA and are responsible for the lawful processing of personal information we collect in the course of our business.

3. What Personal Information We Collect

3.1 Information You Provide Directly

- Full name and contact details (email address, phone number)
- School name, role or title, and organisation details
- Enquiry details submitted via contact forms or email
- Information shared during WhatsApp or telephonic communication
- Billing and invoicing information (for partner schools)

3.2 Information Collected Automatically

- IP address and browser type when you visit our website

- Pages visited, time spent, and click behaviour (via website analytics)
- Device type and operating system

3.3 Information Collected via LinkedIn

- Public profile information when you engage with our LinkedIn company page
- Comments, messages, or reactions on our LinkedIn content
- Information you share when contacting us through LinkedIn messaging

Please note that LinkedIn has its own Privacy Policy which governs how they process your data on their platform. We encourage you to review LinkedIn's Privacy Policy at [linkedin.com/legal/privacy-policy](https://www.linkedin.com/legal/privacy-policy).

3.4 Information Relating to Minors

Our services are directed at schools, school administrators, principals, and parents. We do not intentionally collect personal information directly from children under the age of 18. Where a school shares learner information with us in the course of service delivery, this is governed by a separate data processing agreement with that school, and we process such information strictly on behalf of and under instruction from the school as operator.

4. How We Use Your Personal Information

We process your personal information only for the following lawful purposes:

- To respond to enquiries and provide information about our services
- To enter into and perform contracts with partner schools
- To manage billing, invoicing, and payment records
- To deliver our school management and back-office services
- To send service-related communications and updates
- To share educational and marketing content on our website and LinkedIn page
- To improve our website and digital platforms through analytics
- To comply with applicable South African laws and regulations

We will not use your personal information for any purpose that is incompatible with the purposes listed above without first obtaining your consent.

5. Legal Basis for Processing

Under POPIA, we process your personal information on the following lawful grounds:

- Contractual necessity: to perform our obligations under service agreements with partner schools
- Legitimate interest: to market and promote our services to schools and educational institutions
- Compliance with legal obligations: where required by South African law
- Consent: where you have expressly agreed to receive communications from us

6. How We Share Your Personal Information

We do not sell, rent, or trade your personal information to third parties. We may share your information in the following limited circumstances:

- With service providers who assist us in delivering our services (such as cloud hosting, payroll software, and communication tools), subject to appropriate data processing agreements
- With partner schools, where the information relates to a shared client relationship
- With regulatory authorities or law enforcement where required by law
- With professional advisors such as auditors or attorneys, under strict confidentiality obligations

All third parties with whom we share personal information are required to process it lawfully and to maintain appropriate security measures.

7. Data Retention

We retain your personal information only for as long as is necessary to fulfil the purposes for which it was collected, or as required by applicable law. In general:

- Client and contractual records are retained for a minimum of 5 years after the end of the contract, in line with South African statutory requirements
- Website analytics data is retained for up to 12 months
- Marketing and communication records are retained until you withdraw consent or request deletion

When personal information is no longer required, we securely destroy or anonymise it.

8. How We Protect Your Information

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration, or destruction. These measures include:

- Secure, password-protected systems and platforms
- Restricted access to personal information on a need-to-know basis
- Encrypted communication channels where applicable
- Regular review of our data handling practices

While we take reasonable steps to protect your information, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security.

9. Your Rights Under POPIA

As a data subject under POPIA, you have the right to:

- Be informed about the collection and use of your personal information
- Access your personal information held by us
- Request correction of inaccurate or incomplete personal information
- Request deletion of your personal information, subject to legal retention obligations
- Object to the processing of your personal information
- Lodge a complaint with the Information Regulator of South Africa

To exercise any of these rights, please contact our Information Officer using the details in Section 12. We will respond to your request within a reasonable timeframe and no later than as required by POPIA.

10. Cookies and Website Analytics

Our website may use cookies and similar tracking technologies to improve your browsing experience and gather analytics about how our website is used. Cookies are small data files stored on your device.

You may disable cookies through your browser settings. Please note that disabling cookies may affect the functionality of certain parts of our website.

We do not use cookies to collect sensitive personal information or to track your activity across unrelated third-party websites.

11. LinkedIn and Social Media

Eduvance maintains a company page on LinkedIn (linkedin.com/company/eduvancesa). When you interact with our LinkedIn page, including liking, commenting, sharing, or sending us a message, LinkedIn processes your data in accordance with their own Privacy Policy.

We may use information you share with us via LinkedIn to respond to enquiries or to follow up on service-related matters. We do not store LinkedIn profile data in our own systems beyond what is necessary to respond to your communication.

Our LinkedIn content is intended for educational institutions, school administrators, and professionals in the South African education sector. We do not use LinkedIn to market directly to minors.

12. Contact Us and How to Complain

12.1 Our Information Officer

If you have any questions, concerns, or requests relating to this Privacy Policy or the processing of your personal information, please contact:

Name	Ziyaad Evans
Role	Information Officer / CEO, Eduvance Group (Pty) Ltd
Email	info@eduvance.co.za
WhatsApp	+27 68 591 8470
Website	www.eduvance.co.za

12.2 Information Regulator of South Africa

If you are not satisfied with our response to your privacy concern, you have the right to lodge a complaint with the Information Regulator of South Africa:

Website	www.inforegulator.org.za
Email	inforeg@justice.gov.za
Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, legal obligations, or platform requirements. When we make material changes, we will update the effective date at the top of this document and, where appropriate, notify you via email or a notice on our website.

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.