



## **KITCHEN SPECIALISTS ASSOCIATION - PRIVACY POLICY**

### **1. Introduction**

- 1.1. The Kitchen Specialists Association, hereinafter referred to as the “KSA” respects your privacy and is committed to protecting your personal information. This Privacy policy will inform you as to how we look after your personal data when you visit <https://www.ksa.co.za> or have dealings with the KSA.

### **2. Contact Details**

- 2.1. If you have any questions about this Privacy Policy, please contact us using the details below:  
Email address: [stephanie@ksa.co.za](mailto:stephanie@ksa.co.za). Telephone number: 082 787 8806.

### **3. The Data We Collect About You**

- 3.1. We may collect, use, store and transfer different kinds of personal data about you, generated from our website, social media or any interaction you have with the KSA and / or our members - this includes but is not limited to
  - 3.1.1. Identity Data - includes your name and surname;
  - 3.1.2. Contact Data – includes your email address, your physical address, your mobile number.
  - 3.1.3. Technical Data – includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types, operating systems and other technology on the devices you use to access the Website.
  - 3.1.4. Usage Data – includes information about how you use the website.
  - 3.1.5. Marketing and Communication Data – includes your preferences in receiving marketing from us and your communication preferences.

### **4. How is your Personal Data collected?**

- 4.1. We use different methods to collect data from and about you including:
  - 4.1.1. Direct interactions with the KSA via our staff where information is volunteered by yourself or given to us by a KSA member you are dealing with.
  - 4.1.2. Interaction with our social media. The KSA has social media accounts on Facebook, Instagram, LinkedIn and You Tube. The KSA only has access to information you allow us to have via the settings on your social media accounts.
  - 4.1.3. Interaction with our website. Our website includes functions that allow you to give us your Identity and Contact Data by making an enquiry or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
    - i. are interested in utilising our services;
    - ii. apply to become a KSA member;
    - iii. request marketing information to be sent to you;
    - iv. request us to post a vacancy advertisement on our website;
    - v. complete a survey or give us feedback;

- vi. Automated technologies or interactions. As you interact with the Website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, and other similar technologies.
- vii. Third parties or publicly available sources. We may receive personal data about you from various third parties which include but are not limited to Google Analytics.

## 5. How we use your Personal Data?

- 5.1. We will only use your personal data when the law allows us to. Your personal data will be used most commonly, in the following circumstances:
- 5.1.1. Where you apply for membership as a KSA member;
  - 5.1.2. Where we need to comply with a legal or regulatory obligation;
  - 5.1.3. Where you make use of the “Search for KSA Members”;
  - 5.1.4. Where there are links to third party websites as well as the KSA social media accounts;
  - 5.1.5. To manage our relationship with our members wherein we notify you of any changes to our privacy policy or completing surveys;
  - 5.1.6. To contact you regarding services or any other goods offered by us or any events we may be hosting (unless you have opted out from receiving marketing material from us);
  - 5.1.7. To deliver relevant website content to our members and website visitors;
  - 5.1.8. to inform you of new members or any other information relevant to the industry (unless you have opted out from receiving marketing material from us); and
  - 5.1.9. to improve your experience on our Website by, for example, monitoring your browsing habits.
  - 5.1.10. When you log a dispute or query with the KSA
  - 5.1.11. If we are referred to you by a KSA member
  - 5.1.12. When required to conduct our duties as an industry and consumer association
- 5.2. We will not, without your express consent:
- 5.2.1. use your personal information for any purpose other than as set out in this document:
  - 5.2.2. disclose your personal information to any third party other than as set out below:
    - i. to our employees and executive committee members if required for them to fulfil their function within the KSA
    - ii. a third-party service providers who assist us to interact with you via our Website, email or any other method, and thus need to know your personal information in order to assist us to communicate with you properly and efficiently;
    - iii. to law enforcement, government officials, fraud detection agencies or other third parties when we believe in good faith that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity,
    - iv. to our service providers (under contract with us) who help with parts of our business operations (fraud prevention, marketing, technology services etc). However, our contracts dictate that these service providers may only use your information in connection with the services they perform for us and not for their own benefit;
- 5.3. We are entitled to use or disclose your personal information if such use or disclosure is required in order to comply with any applicable law, subpoena, order of court or legal process served on us, or to protect and defend our rights or property.

- 5.4. We will ensure that all of our employees, third party service providers, executive committee members, divisions and partners (including their employees and third-party service providers) having access to your personal information are bound by appropriate and legally binding confidentiality obligations in relation to your personal information.

## 6. Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising the following personal data control mechanisms.

### 6.1. Promotional offers from us

- 6.1.1. We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you (we call this marketing).
- 6.1.2. You may receive marketing communications from us if you have requested information from us on the Website, if you have used our services, if you provided us with your details when you completed a survey or registered for marketing, or if you are deemed as a candidate for membership of the association or if you are an active member of the South African kitchen industry, and, in each case, you have opted in to receive that marketing.

### 6.2. Opting out

- 6.2.1. If you have received marketing materials or event invitations via email from us and you no longer wish to you can ask us to stop sending you this information by opting out. Simply respond to the email address that has sent the email asking to be removed from the email list. Should this not be successful please notify [stephanie@ksa.co.za](mailto:stephanie@ksa.co.za)
- 6.2.2. Where you opt-out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase.

### 6.3. Cookies

- 6.3.1. The KSA website makes use of cookies. Cookies are small text files that are transferred to a user's computer hard drive by a website for the purpose of storing information about a user's identity, browser type or website visiting patterns. If you access the Websites or click-through an email we send you, a cookie may be downloaded onto your computer's hard drive. However, cookies will not identify you, your email passwords or your bank account details.
- 6.3.2. We may use cookies on the Websites to monitor web traffic, for example the time of your visit, pages visited and some system information about the type of computer and software being used by you. We use this information to improve the operation of and services offered on the Websites and to better understand what is of interest to you.
- 6.3.3. You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.
- 6.3.4. If you disable the use of cookies on your web browser or remove or reject specific cookies from the Websites or linked sites then you may not be able to gain access to all of the content and facilities in those Websites, as it may prevent us from recognising when you visit a Website and presenting information, we think would be of interest to you.
- 6.3.5. Cookies running on <http://ksa.co.za> are as per table below:

Cookie	Domain	Type	Description	Duration
__utma	.ksa.co.za	Performance	This cookie is set by Google Analytics and is used to distinguish users and sessions. The cookie is created when the JavaScript library executes and there are no existing __utma cookies. The cookie is updated	2 years

			every time data is sent to Google Analytics.	
__utmc	.ksa.co.za	Performance	The cookie is set by Google Analytics and is deleted when the user closes the browser. The cookie is not used by ga.js. The cookie is used to enable interoperability with urchin.js which is an older version of Google analytics and used in conjunction with the __utmb cookie to determine new sessions/visits.	session
__utmz	.ksa.co.za	Performance	This cookie is set by Google analytics and is used to store the traffic source or campaign through which the visitor reached your site.	6 months
__utmt	.ksa.co.za	Performance	The cookie is set by Google Analytics and is used to throttle request rate.	10 minutes
__utmb	.ksa.co.za	Performance	The cookie is set by Google Analytics. The cookie is used to determine new sessions/visits. The cookie is created when the JavaScript library executes and there are no existing __utma cookies. The cookie is updated every time data is sent to Google Analytics.	30 minutes

Note: These 5 cookies are all Google Analytics Cookies. You can find more details on Google Analytics Cookie Usage via this link:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

#### 6.4. Change of purpose

- 6.4.1. We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.
- 6.4.2. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.
- 6.4.3. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

### 7. International Transfers

- 7.1. We transfer your data outside the Republic of South Africa by making use of the Dropbox Application. Dropbox has chosen to adhere to the Cloud Security Alliance (CSA) Code of Conduct for GDPR Compliance. Dropbox describes its data protection practices and compliance with the Code of Conduct in a Privacy Level Agreement that is publicly available on the CSA website.

### 8. Data Security

- 8.1. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors. Executive committee members and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.
- 8.2. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## 9. Data Retention

- 9.1. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.
- 9.2. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.
- 9.3. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.
- 9.4. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## 10. Your Legal Rights

- 10.1. You have the right to:
  - 10.1.1. Request access to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
  - 10.1.2. Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
  - 10.1.3. Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.
  - 10.1.4. Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your rights. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information.
  - 10.1.5. Request restriction of processing of your personal data.
  - 10.1.6. Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
  - 10.1.7. Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

## 11. General

- 11.1. KSA undertakes never to sell or make your personal information available to any third party other than as provided for in this policy.
- 11.2. Whilst we will do all things reasonably necessary to protect your rights of privacy, we cannot guarantee or accept any liability whatsoever for unauthorised or unlawful disclosures of your personal information, whilst in our possession, made by third parties who are not subject to our control, unless such disclosure is as a result of our gross negligence.
- 11.3. If you disclose your personal information to a third party, such as an entity which operates a website linked to the KSA's website or anyone other than KSA, or a KSA member the KSA SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE, HOWSOEVER ARISING, SUFFERED BY YOU

AS A RESULT OF THE DISCLOSURE OF SUCH INFORMATION TO THE THIRD PARTY. This is because we do not regulate or control how that third party uses your personal information. You should always ensure that you read the privacy policy of any third party.