



South African
Pharmacy Council

THE SOUTH AFRICAN PHARMACY COUNCIL

Policy No:	000.SAPC.IT.Privacy Policy
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PRIVACY POLICY

Effective Date:	22 August 2024	
Person responsible for implementing the policy (designation)	Senior Manager: Information Technology (IT)	
This policy applies to:	All employees and stakeholders of Council	

DOCUMENT CONTROL

Managed by (position): Senior Manager: IT	Revision (Version): 00 (Draft)	Date: January 2025
Next review date:	Status:	Index number:
Approved by (position):	Date approved:	Signature:

REVISION RECORD

Date	Version	Revision description

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1. TITLE

The title of the policy is Privacy Policy.

2. POLICY STATEMENT

This application ("App") has been developed and is operated and maintained by or on behalf of the South African Pharmacy Council (hereafter "SAPC," "we," or "us").

The SAPC is committed to protecting the privacy of the users of the SAPC App's personal information while striving to provide the best possible user experience. Under the Protection of Personal Information Act (PoPIA), No. 4 of 2013, and related laws, the SAPC has a legal duty to protect the personal information collected.

3. INFORMATION COLLECTION

The purpose of the Privacy Policy is to make users aware that the SAPC will only collect the information provided by users through the App Store to register an account. The SAPC will use the users' information only in accordance with this Privacy Policy.

4. SCOPE

The policy applies to all SAPC stakeholders and employees using the SAPC App and registering an account.

5. HOW SAPC USES THE INFORMATION COLLECTED

The relevant App Store owns the information it collects when purchasing this App through the App Store. They may share some of that information with the SAPC, depending on the selections made by the users. The SAPC will use this information to:

- (a) Provide users with services or information that have been requested such as updates, and subscriptions related to the pharmacy profession;
- (b) Monitor or improve the performance of, and services available through, this App;
- (c) Monitor compliance with the SAPC terms and conditions of use of the App, enforce the SAPC Rights, and protect the safety of others, including investigating and, if necessary, removing any content deemed inappropriate by the SAPC;
- (d) Ensure compliance with any legal or regulatory obligations as per the SAPC's mandate; and

By providing the SAPC with personal information, the user consents to the SAPC processing this information as set out in this Privacy Policy and in any other manner to which the user expressly consents.

6. SHARING OF USERS' PERSONAL INFORMATION BY THE SAPC

- (a) **Agents:** SAPC uses third parties to perform certain functions, including sending emails, organising and managing surveys or polls, and the maintenance of Council's registers. SAPC will have access to users' personal information in performing its function, but the information cannot be used or disclosed for any purpose other than what is permitted in the Pharmacy Act 53 of 1974 or otherwise where consent is granted by the user.
- (b) **Aggregate Information:** SAPC may share aggregate, non-personally identifiable information, such as demographics and App usage statistics with stakeholders and other organisations involved in the pharmacy profession.
- (c) **Third-Party Analytics Services:** SAPC may use analytics services to anonymously collect and analyse which pages of the App are viewed, for how long, and which links are followed, to provide more content that is of interest to the pharmacy professional.

7. MAINTENANCE AND STORAGE OF INFORMATION

Information is collected through the relevant App Store, and certain information is passed on to the SAPC. SAPC may store that information on servers owned and maintained by or on behalf of the SAPC. Information may be kept for a reasonable period for the purposes set out in this Privacy Policy, particularly in relation to the maintenance of registers and compliance with SAPC relevant legislation.

8. LINK TO SAPC WEBSITE

This App contains a link to the SAPC website.

9. SECURITY

While every effort will be made to adopt appropriate security procedures to help prevent unauthorised access to user's information, the SAPC will not be liable for any attempt to hack, crack, or otherwise gain access to any information on servers owned and maintained by or on behalf of the SAPC.

10. POLICY CHANGES

By using this App, the user agrees to the terms of this Privacy Policy and the SAPC terms of use. SAPC may amend this Privacy Policy and/or the terms of use from time to time, and make an updated version available through a link in the App. Users will be bound by the new terms upon continued use of the SAPC App.