



PEAK CHILD EDUCATION (PTY) LTD PRIVACY POLICY

Effective date: 25 June 2021

Peak Child Education (hereafter referred to as “Peak Child”, “we”, “our”, “us”) owns www.peakchild.co.za (hereafter referred to as “our website”, “this website”, “this site”, “this website”).

This Privacy Policy is to be used in conjunction with our Cookie Policy.

Who we are

Peak Child Education (Pty) Ltd provides quality, affordable, early learning in a high-care environment close to parents’ and caregivers’ places of work. We are a registered company trading under registration number 2016/069358/07 and bound by the laws of the Republic of South Africa.

Our details

This website is owned and operated by Peak Child Education (Pty) Ltd. You can contact us by using our website contact form or by telephone on the contact number published on our website.

As required by the Protection of Personal Information Act 4 of 2013, we have appointed an Information Officer and registered with the Information Regulator. If you want to contact Peak Child’s Information Officer, please email info@peakchild.co.za

The Peak Child Privacy Policy

Our website may collect or use personal information from clients, parents, or other users. We are committed to safeguarding the privacy of our website visitors and users both online and offline. This policy applies where we are acting as a data processor with respect to the personal data of website visitors and those who use the Peak Child services, i.e. where we process your personal data.

We may use cookies on our website and may ask you to accept the use of cookies when you first visit the website. The Peak Child website may in future incorporate further privacy controls which will affect how we will process your personal data. By using the privacy controls, you may be able to specify whether you would like to receive marketing communications, and limit the publication of your information.

What information does Peak Child collect?

Our website is targeted at users over the age of 18.

Personal information. When you use our website, it may collect and maintain personal information provided by you, including your name, address, cell phone number, email address, and so on. The amount of information you provide is completely voluntary. Also, if clients such as parents or the legal guardians of children younger than 18 submit their own or their children’s personal data via the website to us via email or another means, we will collect and maintain that personal information.

Please know that the nature of the products and services offered by Peak Child Education (Pty) Ltd is such that we hold personal information of the minor children who are the legal wards of our clients (parents, legal guardians) in our databases, as provided by their parents / legal guardians, and as governed by the relevant South African and international laws related to children and personal information.

Usage and analytics data. We use Google Analytics to monitor traffic, search queries and visits to this website. Google Analytics stores IP address anonymously on its servers in the US and does not associate your IP address with any personally identifiable information. This information is valuable to Peak Child for internal purposes, including improving the way the website functions. Information we collect may include which Internet service provider you are using, the type of web browser or operating system, your IP address, the pages you viewed, the time and duration of your visit to our site, and other information relating to your visit.

Cookies. A cookie is a short line of letters and numbers that a website puts on your device's hard drive when you access the website. It is sent by the web server to a web browser and is stored by the web browser. The cookies used by Peak Child do not and cannot infiltrate your hard drive to collect any information stored there. Our detailed Cookie Policy appears at the end of this Privacy Policy document.

Social media data. Our website contact pages link to our social media sites, e.g. Facebook and YouTube. In future we may also allow the website to permit users to transmit text messages to us e.g. using WhatsApp. If we do this, you should know that Peak Child reserves its right to retain your personal information provided via these text messages are in line with the POPI Act.

Links to other websites. Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

How does Peak Child use user information?

Your use of our website and services. Peak Child may use cookies or usage data to:

- Help us know if you logged in to our website.
- Store information about your web usage preferences and personalise our website for you.
- Prevent logins by fraudsters and protect our website and services.
- Analyse the use and performance of our website and services.

Customer service. We may use your information to help you make appropriate choices about using our early learning products and services, or to provide you with information you have requested.

We may process your email enquiries, which emails may include names, email addresses, telephone numbers and postal addresses. The legal basis for this processing is in our legitimate interests, to provide website users with the ability to send enquiries or brochure requests to us, and to enable us to receive and respond to these enquiries.

Administration. If we use our website to advertise any vacancies within Peak Child, we may process your recruitment data or job applications data or CV data including your name, email address, job title and telephone number. The legal basis for this is also in our legitimate interests, namely the proper administration of our company.

We may process your email or social media newsletter data, which may include your name and email address, for the purpose of sending you our email newsletters or social media updates, and on the basis that you have consented to us holding your personal information for these purposes.

Territory. Peak Child will collect and store your user data in the Republic of South Africa. Your information will be subject to the laws of South Africa, regardless of the country in which it originates. It is not our intention to transfer your personal data to countries outside South Africa. You acknowledge that by using

the Internet, your personal data may be available around the world, that that we cannot prevent the use or misuse of such personal data by others.

Retaining and deleting personal data. Peak Child has internal data retention policies and procedures, which are designed to help us comply with relevant laws. Personal data that we process for any purpose will not be kept for longer than is necessary in terms of the law.

How does Peak Child share user data?

As a general policy, we use personal information and message data for internal purposes only. We do not sell or rent information about you. We will not disclose personal information or message data to third parties without your consent, except as explained in this Privacy Policy.

Compliance with laws

Peak Child is bound by the laws of the Republic of South Africa, and applicable international laws and best-practice regarding the well-being and security of the children in our care.

Peak Child may be required to disclose website user information in order to comply with any court orders or applicable laws or to properly protect our business against risks.

We cooperate with government and law enforcement officials. To do so, we may disclose personal information, usage data, message data and any other information about you if we think that it is reasonably necessary to:

- satisfy any applicable law, regulation, legal process like a subpoena or court order, or another enforceable government request.
- enforce our External Policies, including investigation of potential violations of these. These policies are available on our website.
- detect, prevent or otherwise address fraud, security or technical issues; or
- protect against any harm to the rights, property or safety of Peak Child Education (Pty) Ltd, its users or the public, as required or permitted by law.

We may disclose your personal data to our insurers or professional advisors if necessary to obtain or maintain insurance coverage, manage risks, and obtain professional advice.

Security on the Peak Child website

Peak Child and our staff and service providers will use necessary technical and organisational measures to protect the security of your personal data. It is impossible for us to completely guarantee that your data will be immune from malicious attacks or compromise. You should therefore understand that you transmit your personal data at your own risk.

Updating your user information

If you want to contact us to correct, update or change any of your personal information we may hold, or adjust or stop the frequency with which you receive communication from Peak Child, you may do this in accordance with our External Policies. You may also contact the Information Officer for Peak Child at info@peakchild.co.za for this purpose.

Other people's information

Please do not supply us with any other person's personal data unless we prompt you to do so.

Changes to the Peak Child Privacy Policy

We may make changes to our Privacy Policy from time to time. Users who continue to interact with our website following a revision of our Privacy Policy will automatically be subject to the new terms.

Keeping your data safe

We would like to remind you to carefully protect your personal information and that of children in your care. This includes any passwords, usernames, location, images or videos you may use on our website or elsewhere.

This is so that third parties cannot assume your identity, steal your information or manipulate your social media and other online accounts. Be careful that you do not disclose any sensitive information about yourself or the children in your care in the public domain.

PEAK CHILD EDUCATION (PTY) LTD COOKIE POLICY

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Introduction

Peak Child Education (hereafter referred to as “we”, “our”, “us”) owns www.peakchild.co.za (hereafter referred to as “our website”, “this website”, “this site”, “this website”).

This Cookie Policy is to be used in conjunction with our Privacy Policy.

What Are Cookies

Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site.

This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or ‘break’ certain elements of the site’s functionality.

You can find out more about cookies here: <http://www.allaboutcookies.org/>

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site.

Cookie Types

Forms-related cookies

When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your details for future correspondence.

Site preferences cookies

To provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. To remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties:

Google Analytics

This website uses Google Analytics—one of the most widespread and trusted analytics solutions on the web—to understand how you use the site and ways that we can improve your experience.

These cookies may track things such as how long you spend on the site and the pages that you visit. For more information on Google Analytics cookies, see the official Google Analytics page.

You can opt out of being tracked by Google Analytics across all websites by visiting this link: <http://tools.google.com/dlpage/gaoptout>.

Google Ads

The Google Ads service we use to serve advertising uses a DoubleClick cookie to serve more relevant ads across the web and limit the number of times that a given ad is shown to you.

For more information on Google Ads see the official Google AdSense privacy FAQ.

Wix

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you.

Wix uses cookies for important reasons, such as: to provide a great experience for our visitors and customers; to identify registered members (users who registered to our site); to monitor and analyse the performance, operation, and effectiveness of Wix's platform; to ensure that their platform is secure and safe to use.

You can find out more about the types of cookies that Wix uses here: <https://support.wix.com/en/article/cookies-and-your-wix-site>

More Information

If you're looking for additional information, you can contact us through the form on the contact page.