



PRIVACY NOTICE

Loreto Convent School · loreto.co.za

This Privacy Notice explains how Loreto Convent School collects, uses, stores, and protects your personal information, in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). It applies to all personal information collected through this website, through enrolment and admissions processes, and through the school's general operations. Please read it carefully.

1. WHO WE ARE

Loreto Convent School is a Catholic independent girls' school situated at 135 Nana Sita Street, Pretoria. We are a Public Benefit Organisation (PBO 18/11/13/2808) and a voluntary association governed by the Board of Governors under the authority of the Catholic Schools' Trust (IT020690/2014).

We are the **Responsible Party** under POPIA: we determine why and how your personal information is processed.

Organisation name	Loreto Convent School
Legal status	Voluntary association (universitas personarum); Public Benefit Organisation (PBO)
PBO number	18/11/13/2808
EMIS number	700231043
Physical address	135 Nana Sita Street, Pretoria, 0002
Postal address	135 Nana Sita Street, Pretoria, 0002
Telephone	+27 (0)12 322 2755
Website	loreto.co.za
Information Officer	Executive Principal, Loreto Convent School
IO email	principal@loreto.co.za
Deputy Information Officer	Bursar, Loreto Convent School
Governing body	Board of Governors (three-tier: IBVM Loreto Sisters → Catholic Schools' Trust IT020690/2014 → Board of Governors)

2. WHAT PERSONAL INFORMATION WE COLLECT

We collect personal information in the following contexts:

- **Prospective families:** name, contact details, child's name and date of birth, previous school attended, submitted through our admissions enquiry form or email.
- **Enrolled learners and families:** full name, identity number, date of birth, address, contact numbers, email addresses, medical information (chronic conditions, allergies, emergency

contacts), academic records, financial information (fee account), and any other information necessary for the provision of education.

- **Staff:** employment information, identity and qualification records, payroll information, and SACE registration details.
- **Website visitors:** if you submit a contact form, we collect the information you provide. If our website uses analytics or cookies, we collect anonymised usage data. We will notify you of any cookie use via a cookie consent banner before any non-essential cookies are placed.

We collect information directly from you wherever possible. Where information is provided by a third party (e.g. a previous school), we will inform you.

3. WHY WE COLLECT IT (PURPOSE)

1. To assess admissions applications and enrol learners.
2. To provide education, pastoral care, and learner support services.
3. To communicate with parents and guardians about their child's progress, welfare, and school matters.
4. To comply with statutory reporting obligations to the Department of Basic Education and the Gauteng Department of Education.
5. To manage staff employment relationships.
6. To manage the school's financial operations, including fee collection.
7. To maintain the safety and security of the campus (including CCTV).
8. To fulfil our obligations under the Child Safeguarding Policy (2026) and relevant child protection legislation.

We will not use your personal information for any purpose other than those listed above without your prior consent or without a lawful basis under POPIA.

4. LEGAL BASIS FOR PROCESSING

We process personal information on the following lawful bases (POPIA Chapter 3):

1. **Contractual necessity:** processing required to fulfil the Contract of Enrolment between the school and your family.
- 2.
3. **Legal obligation:** processing required to comply with education legislation, the Children's Act, POPIA, PAIA, and other applicable law.
4. **Legitimate interest:** processing necessary for the school's legitimate educational and governance purposes, where these do not override your privacy rights.
5. **Consent:** where we rely on your consent (e.g. use of photographs for marketing), we will obtain it explicitly and you may withdraw it at any time without affecting your child's enrolment.

5. SPECIAL PERSONAL INFORMATION

Some of the information we hold constitutes **Special Personal Information** under POPIA — specifically: medical and health information, and in some cases religious affiliation. We process this information only where:

1. You have given explicit consent; or
2. Processing is necessary to protect your child's vital interests (e.g. a medical emergency); or
3. Processing is required by law (e.g. mandatory reporting obligations under the Children's Act).

Special Personal Information is subject to heightened security controls and is accessible only to authorised personnel.

6. HOW LONG WE KEEP IT

We retain personal information only for as long as necessary for the purpose for which it was collected, or as required by law. The table below summarises our key retention periods.

Category of record	Examples	Retention period
Learner academic records	Transcripts, reports, certificates, NSC results	Indefinitely (for verification purposes)
Learner personal information	Enrolment records, contact details, medical information	7 years after departure
Staff employment records	Contracts, payroll, disciplinary records, SACE registration	7 years after employment ends (LRA / BCEA)
Financial records	Annual Financial Statements, invoices, fee records, audit reports	7 years (Companies Act / Tax Act)
Governance records	Board minutes, resolutions, Constitution, policy register	Indefinitely
Website visitor data	Contact form submissions, analytics (where collected)	12 months or as required for purpose
CCTV footage	Campus security recordings	30 days (unless evidence required)
Pastoral / safeguarding records	Counselling notes, incident reports, safeguarding records	3–5 years (see Policy 7)

7. WHO WE SHARE IT WITH

We share personal information only where necessary and only with:

1. **The Department of Basic Education and the Gauteng Department of Education:** for EMIS reporting and statutory compliance.
2. **The Catholic Schools' Trust and IBVM:** as required by our governance structure.
3. **Service providers (Operators):** including our IT service provider, d6 Communicator, payroll provider, and other platforms that process data on our behalf. All operators are bound by a Data Processing Agreement under POPIA s21.
4. **Professional advisers:** legal, financial, and insurance advisers, subject to confidentiality obligations.
5. **Law enforcement and authorities:** where required by law or court order, including mandatory reporting under the Children's Act and the Criminal Law (Sexual Offences) Amendment Act.

We do not sell, rent, or trade your personal information. We do not share it with advertisers or marketing parties.

8. TRANSFERS OUTSIDE SOUTH AFRICA

We do not ordinarily transfer personal information outside the Republic of South Africa. Where a service provider stores data outside South Africa (e.g. on international cloud servers), we ensure that adequate protections equivalent to POPIA are in place before any transfer is made, in accordance with POPIA s72.

9. YOUR RIGHTS

Under POPIA, you have the following rights in respect of your personal information held by the school:

1. **Right of access:** to request a copy of the personal information we hold about you or your child. Requests are made to the Information Officer using the PAIA s53 request form (available from the school office or on our website).
2. **Right to correction:** to request that inaccurate or incomplete information be corrected.
3. **Right to deletion:** to request deletion of personal information that we are no longer lawfully permitted to retain, subject to our statutory retention obligations.
4. **Right to object:** to object to the processing of your personal information where we are relying on legitimate interest as our lawful basis.
5. **Right to withdraw consent:** where processing is based on consent (e.g. photographs), you may withdraw consent at any time by notifying the Information Officer in writing.

Requests are responded to within **30 days** of receipt. If you are dissatisfied with our response, you may lodge a complaint with the **Information Regulator of South Africa** at inforeg@justice.gov.za or 010 023 5207.

10. COOKIES & WEBSITE ANALYTICS

This website may use cookies and analytics tools to understand how visitors use the site. Non-essential cookies are not placed without your consent. Our cookie consent banner, displayed on your first visit, allows you to accept or decline non-essential cookies. You may change your cookie preferences at any time.

Essential cookies (required for the website to function) do not require consent. We do not use cookies to build advertising profiles or to track you across other websites.

11. SECURITY

We implement appropriate technical and organisational measures to protect personal information against unauthorised access, loss, destruction, or alteration. These measures are reviewed regularly and updated as necessary. In the event of a data breach that is likely to affect your rights, we will notify you and the Information Regulator as required by POPIA s22.

12. CHANGES TO THIS NOTICE

This Privacy Notice is reviewed annually and updated as required. The version date is shown below. Material changes will be communicated to enrolled families via d6 Communicator or email. Continued use of this website or continued enrolment after notification of a change constitutes acceptance of the updated Notice.

13. CONTACT US

Information Officer: Executive Principal, Loreto Convent School

Email: principal@loreto.co.za

Address: 135 Nana Sita Street, Pretoria, 0002

Telephone: +27 (0)12 322 2755

To exercise any of your rights or to submit a complaint, please contact the Information Officer in writing.

Version: April 2026 | **Next review:** April 2027 | **Legal basis:** POPIA Act 4 of 2013; POPIA Amendment Regulations 2025