

Privacy Policy

Lotus Preschool and Aftercare, Sandton

Lotus Preschool and Aftercare ("Lotus Preschool", "we", "our", or "us") is committed to protecting the privacy and confidentiality of all personal information entrusted to us. This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

1. Information We Collect

We may collect and process the following categories of personal information:

- **Child information:** Full name, date of birth, age, medical history, allergies, and educational needs.
- **Parent/guardian information:** Full names, ID numbers, contact details (phone number, email, residential address), employment details, and emergency contact information.
- **Financial information:** Banking details for payment of fees.
- **Access information:** CCTV footage, security sign-in records, and visitor information when entering the school premises.
- **Digital information:** Information submitted through our website, enquiry forms, or online campaigns (e.g. Google Ads and Meta lead forms)

2. Purpose of Collection

We only process personal information for legitimate educational and administrative purposes, including:

- Enrolment and registration of children.
- Communication with parents/guardians regarding their child's education, wellbeing, and school activities.
- Administration of billing, fees, and accounts.
- Ensuring the health, safety, and security of children, staff, and visitors.
- Compliance with legal and regulatory requirements (including the Department of Social Development and SAMA).
- Marketing and communication regarding school updates, events, and programmes (where consent is provided).

3. Sharing of Information

We do not sell or share personal information with unauthorised third parties. Information may, however, be shared with:

- Regulatory or government bodies, where required by law.
- Service providers who assist us with school administration, security, technology, or marketing (bound by confidentiality agreements).
- Emergency services and medical professionals, in the event of a health or safety concern.

4. Data Storage and Security

We take appropriate and reasonable measures to secure personal information against loss, unauthorised access, disclosure, alteration, or destruction. These measures include:

- Secure physical storage of paper records.
- Password-protected electronic systems.
- Restricted staff access to personal information on a "need-to-know" basis.
- Regular review of security and data protection practices.

5. Your Rights

In terms of POPIA, parents/guardians and staff have the right to:

- Access the personal information we hold about you or your child.
- Request corrections or updates to personal information.
- Object to the processing of personal information (where legally applicable).
- Withdraw consent previously given for certain processing activities (e.g. marketing communication).
- Request the deletion or destruction of personal information, subject to legal or contractual requirements.

Requests can be made in writing to our Information Officer (see Section 8).

6. Retention of Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected or to comply with legal, contractual, or regulatory requirements. After this period, information will be securely destroyed or anonymised.

7. Use of Website and Digital Platforms

When you visit our website (<https://lotuspreschool.co.za/>) or engage with our digital campaigns:

- Cookies and similar technologies may be used to enhance user experience and analyse website traffic.
- Personal information submitted via online enquiry forms will only be used for school-related communication.
- Third-party service providers (e.g. Google, Meta) may process information in line with their own privacy policies.

8. Contact Information

For any queries about this Privacy Policy, or to exercise your rights under POPIA, please contact our Information Officer:

Information Officer

Lotus Preschool and Aftercare, Sandton

Email: admin@lotuspreschool.co.za

Telephone: 064 858 9386

Address: Gallo Manor, Sandton, Johannesburg, South Africa

9. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, best practices, or school operations. The updated version will always be available on our website or upon request.

Effective Date: 20 August 2025