



Privacy Statement of QuadPara Association of South Africa

1 Introduction and Scope

This privacy notice explains how the QuadPara Association of South Africa (**QASA**) processes personal information relating to members and other external stakeholders. It applies when you engage with QASA's products, projects, services, advocacy and prevention programmes, or when you communicate with QASA via its website, email, telephone, or social media. It also covers circumstances where QASA obtains personal information from other sources in a lawful manner, including from your next-of-kin, referring professionals, public records, or information you have deliberately made public.

This notice supplements any specific privacy statements that QASA may provide at the point of collection and is not intended to override them.

2 Who we are and how to contact us

QASA is the responsible party for the personal information described in this notice. QASA's registered address is: 17 Hamilton Crescent, Gillitts, 3610, Kwa-Zulu Natal, South Africa.

General enquiries may be sent to info@qasa.co.za or made by telephone at 031 767 0352.

QASA's Information Officer is Ashley Scott, who can be contacted at gm@qasa.co.za or 082 768 4092 regarding any matter covered by this notice, including the exercise of privacy rights.

3 What personal information QASA processes and where it comes from

The table below sets out the categories of personal information QASA processes, by data subject category, together with the sources from which that information is typically collected.

Category of data subject	Types of personal information	Sources
All external stakeholders	Name, identity number, date of birth, age, gender, residential or business address, email address, telephone numbers, and where applicable, company or association details	Directly from you when you engage with QASA, use its website, or communicate with QASA.
Members and programme beneficiaries	Information necessary to understand your needs and deliver services and support, including: <ul style="list-style-type: none"> Nature of disability Medical or healthcare professional reports confirming disability status Related documentation such as consent forms, invoices, photographs or videos created as part of a programme, and relevant correspondence 	Directly from you when you join as a member or participate in services or programmes. From third parties where appropriate and lawful, including your next-of-kin, referring professionals, publicly available sources, and bodies acting on your instructions.

	<ul style="list-style-type: none"> Account and payment details for managing payments and reimbursements 	
Suppliers, service providers, donors and sponsors, professional advisers, community partners, and other external stakeholders	Organisation details, names and contact details of relevant representatives and officers, information related to engagements and agreements, invoices and payment details, and Broad-Based Black Economic Empowerment status where relevant to procurement and reporting.	<p>Directly from you or your organisation when you engage with QASA.</p> <p>Publicly available sources where appropriate</p>

QASA’s work involves the handling of special personal information related to health and disability. QASA processes such information only where it is permitted by law, including with your explicit consent where appropriate, where required or authorised by law, where necessary to establish, exercise, or defend rights, or for historical, statistical, or research purposes with appropriate safeguards.

Where QASA interacts with children or processes information about children, it does so only with the consent of a competent person or under another applicable authorisation, and with suitable measures to protect the best interests of the child.

In most interactions, providing personal information is voluntary. However, certain information is necessary for QASA to assess and administer membership, provide services, process payments, or comply with legal obligations. If you choose not to provide required information, QASA may be unable to process your application, deliver requested services, or meet legal obligations.

4 Purposes for which QASA uses personal information and lawful bases

QASA uses personal information to conduct and manage its activities lawfully and responsibly. This includes:

- administering membership;
- coordinating, delivering, and improving services, projects, and programmes;
- communicating with you about your engagement with QASA;
- processing payments and managing accounts;
- maintaining accurate records;
- preparing reports to referring professionals at your request;
- referring you to other organisations where you have instructed or authorised QASA to do so;
- supporting QASA’s advocacy and prevention work;
- ensuring business continuity; and
- managing insurance, audit, and governance obligations.

QASA also uses personal information to comply with applicable laws and to respond to lawful requests from regulators and other public bodies. In some cases, QASA may send you information about programmes, events, or opportunities that may be relevant to you.

Where the law requires consent for direct electronic marketing, QASA will request your prior consent and will respect your right to opt out or withdraw consent at any time.

QASA relies on lawful grounds recognised under POPIA, including that processing is necessary to conclude or perform a contract or to take steps at your request before entering into a contract, is required or authorised

by law, is necessary to protect your legitimate interests, or is necessary for QASA's legitimate interests or those of a third party to whom the information is supplied, except where your rights outweigh those interests. Where POPIA requires consent – particularly for certain categories of special personal information or for direct electronic marketing – QASA will seek explicit consent, and you may withdraw that consent at any time without affecting processing that has already occurred.

5 Disclosures of personal information

QASA shares personal information within the organisation on a need-to-know basis to enable appropriate service delivery and to manage operations. QASA discloses personal information to service providers and operators under written contracts that require appropriate security measures, limit processing to agreed purposes, and impose breach notification duties.

Where necessary for lawful purposes, QASA may disclose personal information to professional advisers and auditors; banks, payment service providers, and insurers; public authorities and regulators as required by law; and law enforcement, courts, and tribunals where appropriate. At your request or with your authorisation, QASA may share information with referring professionals and other organisations. QASA does not sell personal information.

6 Cross-border transfers

QASA aims to process and store information in South Africa but may use systems or service providers that involve cross-border transfers. QASA will only transfer personal information outside South Africa where permitted by POPIA. This includes transfers to a recipient that is subject to a law, binding corporate rules, or a binding agreement that provides an adequate level of protection; where you have consented; where the transfer is necessary for the performance of a contract with you or for measures taken at your request before entering into a contract; for the conclusion or performance of a contract in your interest between QASA and a third party; or where the transfer is for your benefit and it is not reasonably practicable to obtain your consent, but consent would likely be given if requested.

QASA will not transfer special personal information or children's personal information to a country that does not have adequate protections unless an applicable authorisation or prior authorisation requirement has been met.

7 Retention of personal information

QASA retains personal information only as long as necessary for the purposes for which it was collected or subsequently processed, to comply with legal and regulatory obligations, to resolve disputes, to enforce agreements, and for purposes of proof. Where retained for historical, statistical, or research purposes, QASA applies appropriate safeguards, including de-identification where feasible, to prevent use for any other purpose. When personal information is no longer needed, QASA securely destroys it or irreversibly de-identifies it in a manner that prevents reconstruction.

8 Security safeguards and operators

QASA implements appropriate technical and organisational measures to protect personal information against unauthorised access, processing, loss, damage, or destruction. Measures include physical security for premises and records, locked storage for physical files, logical access controls and password management for electronic systems, regular password changes, secure backups including off-site storage, and policies governing storage, sharing, and retention. Access to personal information is limited to those who require it to perform their functions and who are subject to confidentiality obligations.

QASA requires its operators to maintain suitable safeguards and to notify QASA without undue delay in the event of a suspected or actual breach.

9 Social networking services and third-party links

QASA uses social networking services such as WhatsApp, LinkedIn, Facebook, and Instagram to communicate with the public about its services. When you engage with QASA through these platforms, the relevant social networking service may collect your personal information for its own purposes in accordance with its privacy policy. QASA is not responsible for the privacy practices of third parties and encourages you to review their privacy notices.

10 Your data privacy rights and to exercise them

You have the right to be informed when your personal information is collected, to confirm whether QASA holds personal information about you, and to request access to or a description of that information. You may request that QASA correct or delete personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, or unlawfully obtained. You may object at any time, on reasonable grounds, to the processing of personal information unless processing is permitted by law, and you may withdraw consent where processing is based on consent; withdrawal will not affect processing that has already occurred. In appropriate cases, you may request that QASA restrict processing where the accuracy of the information is contested, where records are retained for purposes of proof, or where processing is unlawful and you prefer restriction to deletion. To exercise these rights, please contact the Information Officer. QASA may request proof of identity and information necessary to locate the records. QASA will handle requests as soon as reasonably possible and may charge a prescribed fee where permitted for access requests. QASA's PAIA Manual provides further procedural details for access to information requests.

QASA encourages you to raise any concerns with us directly so that we can address these promptly. You have the right to lodge a complaint with the Information Regulator. The Information Regulator can be contacted at enquiries@infoeregulator.org.za (general enquiries) or complaints. POPIAComplaints@infoeregulator.org.za (complaints), by telephone at 010 023 5200, or at their offices at Woodmead North Office Park, 54 Maxwell Drive Woodmead, Johannesburg, 2191.