

Privacy Notice– CCMA Website and Related CCMA Communications Applications

Updated 26 September 2023

1. Users may access and browse the CCMA's official website without providing any personal information.
2. Users who make use of the online case referral and condonation applications platform; known as the "e-Referral Platform", provide personal information (their own as well as other parties' information) for the legitimate purpose of the CCMA fulfilling its statutory mandate to resolve labour disputes efficiently.
3. Users who make use of CCMA's mobile applications, the *CCMAConnect* and the *InfoHub*, may provide their own personal information and do so on an entirely voluntary basis to track the progress of their cases and/or to obtain advice and information about the CCMA. By accessing these platforms, Users consent to providing their personal information and such consent may be withdrawn at any time by exiting the platform.
4. The CCMA will collect, store, and process personal information of Users for the legitimate purpose of processing referrals and/or applications for dispute resolution, including set down of hearings and issuing outcomes and reporting on the CCMA's functions as required by law.
5. The CCMA will collect, store, and process personal information of Users with consent given by Users through their voluntary access and/or subscription, for the following purposes:
 - a. providing Users with requested information, advice and/or responses to their queries;
 - b. providing information on training and other information sessions;
 - c. completing surveys uploaded on respective communications platforms;
 - d. disseminating case law and arbitration awards;
 - e. disseminating news via official directives, the organisational newsletter or other publications;
 - f. tracking User data analytics for the purposes of identifying categories of Users and referral trends, by items such as IP addresses, domains, browsing habits, click-patterns, material downloads and content on the website, which is collected either electronically by using cookies or is provided voluntarily by the User. Users may determine cookie use independently through their browser settings. **Note:** *The web manager uses this information to ensure that the CCMA's official website serves as a useful and effective information resource for CCMA Users and information is de-identified and disaggregated, and not linked to any particular person.*
6. Users who complete the contact form housed on the CCMA's website or choose to subscribe to any CCMA communication services or register for any organisational event, consent to the use of their personal information for that purpose only and such consent may be withdrawn at any time.
7. The CCMA shall take all reasonable steps to ensure the protection of Users' personal information when it is received through any of the CCMA's communication platforms in compliance with the Protection of Personal Information Act No. 4 of 2013 ("POPIA"). Therefore, Users' personal information will not be disclosed to any external organisation or unauthorised persons without first receiving the necessary authorisation, unless otherwise required by law or for a legitimate purpose in terms of the CCMA's functions.
8. Users may download the CCMA PAIA/POPIA Manual available on this website for additional information on the application of POPIA by the CCMA or send an email to popia@ccma.org.za to request same; or to consent to receive marketing information regarding CCMA information or events such as training; or to lodge an objection concerning the processing of personal information by the CCMA; or request to have personal information deleted or corrected.