



Privacy & POPIA Policy

Responsible Party: **Skilani (Pty) Ltd** · Reg. No. **2026/066262/07**

Compliant with the Protection of Personal Information Act, 2013 (**POPIA**)

Effective date: **28 May 2026** · Version 1.0

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1. Introduction

Skilani (Pty) Ltd respects your privacy and is committed to protecting your personal information. This Privacy & POPIA Policy explains how we collect, use, store, share and protect your personal information when you use the Skilani learning platform at skilani.co.za and skilani.teachable.com (the "**Platform**"), and the rights you have under the Protection of Personal Information Act, 2013 ("**POPIA**").

2. Who we are (Responsible Party)

For the purposes of POPIA, the **Responsible Party** is:

Responsible Party	Skilani (Pty) Ltd
Registration number	2026/066262/07

3. Information Officer

Our designated Information Officer, responsible for ensuring compliance with POPIA, is **Dr Jay Matthew**. You can reach the Information Officer at info@skilani.co.za.

4. What POPIA means for you

POPIA gives you the right to have your personal information processed lawfully, fairly and transparently. It requires us to only collect information we genuinely need, to keep it secure, to use it only for the purposes we tell you about, and to respect your rights over your own information. This Policy sets out how we meet those obligations.

5. Personal information we collect

Depending on how you use the Platform, we may collect the following categories of personal information:

Category	Examples
Identity & contact	Name, surname, email address, mobile number
Account	Username, password (stored securely / encrypted), profile details
Learning	Courses enrolled in, progress, assessment results, certificates earned
Transaction	Records of Courses purchased, payment confirmation (card details are handled by our Payment Handler, not stored by us)
Technical	IP address, device type, browser, and usage data collected via cookies and analytics
Communications	Messages you send us by email, WhatsApp or support channels

We do not intentionally collect special personal information (such as health, race, religious or political information). Please do not submit such information to us unless specifically requested and with your consent.

6. How we collect it

- **Directly from you** — when you register, enrol in a Course, make a payment, complete an assessment, or contact us.
- **Automatically** — through cookies and analytics tools as you use the Platform.

- **From third parties** — such as our Payment Handler (payment confirmation) and the Teachable hosting platform (account and learning data).

7. Why we process it & legal basis

Purpose	Lawful basis under POPIA
Creating and managing your Account	Performance of our agreement with you
Delivering Courses and tracking progress	Performance of our agreement with you
Processing payments	Performance of our agreement / legal obligation
Issuing certificates	Performance of our agreement with you
Customer support	Legitimate interest / your request
Improving the Platform & analytics	Legitimate interest
Direct marketing (where permitted)	Your consent or existing-customer basis
Meeting legal & tax obligations	Legal obligation

8. Children's information

Skilani is designed to be accessible to school leavers, and some Users may be minors. Where a User is under 18, we require the consent of a parent or competent legal guardian before processing the minor's personal information, in line with POPIA. If you believe we have collected a minor's information without appropriate consent, please contact our Information Officer and we will take steps to address it.

9. Sharing & operators

We do not sell your personal information. We share it only where necessary, with:

- **Operators** who process information on our behalf under contract — including our Payment Handler, the Teachable learning platform, email and analytics providers;
- **Professional advisers** (such as auditors or attorneys) where reasonably required; and
- **Authorities** where we are legally obliged to disclose information.

All operators are required to keep your information secure and to process it only as instructed by us.

10. Cross-border transfers

Some of our operators (including the Teachable platform and certain analytics and email providers) may store or process information on servers located outside South Africa. Where this happens, we take reasonable

steps to ensure that your information is afforded a level of protection comparable to that required by POPIA, including appropriate contractual safeguards.

11. Security safeguards

We maintain reasonable technical and organisational measures to protect your personal information against loss, unauthorised access, alteration or disclosure. These include secure access controls, encryption of passwords, use of reputable third-party platforms, and limiting access to information on a need-to-know basis. While we take security seriously, no system is completely secure, and we cannot guarantee absolute security.

12. How long we keep it

We retain your personal information only for as long as necessary to fulfil the purposes set out in this Policy, to maintain your access to Courses and certificates, and to comply with our legal, tax and accounting obligations. When information is no longer needed, we will securely delete or de-identify it.

13. Your rights under POPIA

Subject to the conditions in POPIA, you have the right to:

- be told what personal information we hold about you and to request access to it;
- request that we correct or delete information that is inaccurate, irrelevant, excessive, out of date or obtained unlawfully;
- object, on reasonable grounds, to the processing of your information;
- withdraw consent where processing is based on consent (this will not affect prior lawful processing);
- object to direct marketing; and
- lodge a complaint with the Information Regulator.

To exercise any of these rights, contact our Information Officer at info@skilani.co.za. Requests for access to records are handled in line with our PAIA Manual.

14. Cookies & tracking

The Platform uses cookies and similar technologies to keep you logged in, remember your preferences, and understand how the Platform is used so we can improve it. You can control or disable cookies through your browser settings, but some features may not work properly if you do.

15. Direct marketing

We may send you information about new Courses, offers and Skilani news. We will only send electronic direct marketing where the law allows — either with your consent or to existing customers about similar services. Every marketing message will give you a simple way to opt out, and you can also unsubscribe at any time by contacting us.

16. Complaints & the Regulator

If you are concerned about how we handle your personal information, please contact our Information Officer first so we can try to resolve it. You also have the right to complain to the Information Regulator:

Information Regulator (South Africa)	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Email (complaints)	complaints.IR@inforegulator.org.za
Email (POPIA / PAIA)	PAIAComplaints.IR@inforegulator.org.za
Website	inforegulator.org.za

17. Changes to this Policy

We may update this Policy from time to time. The latest version will always be available on the Platform with the effective date shown at the top. Material changes will be communicated through the Platform or by email.

18. Contact us

Responsible Party	Skilani (Pty) Ltd (Reg. No. 2026/066262/07)
Information Officer	Dr Jay Matthew
Email	info@skilani.co.za skilani.learn@gmail.com
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