



Privacy Policy

Last Updated: 5 September 2023

1. Introduction

Welcome to Pinpoint's Online Training Academy. This Privacy Policy is designed to help you understand how we collect, use, disclose, and safeguard your personal information. By accessing or using our services, you consent to the practices described in this policy.

2. Information We Collect

2.1. Personal Information: We may collect personal information such as your name, email address, phone number, postal address, and billing information when you register for courses, make payments, or interact with our services.

2.2. User-generated Content: We may collect information you provide when participating in discussion forums, submitting assignments, or communicating with instructors and other users through our platform.

2.3. Automated Information: We collect information about your interactions with our website and services, including your IP address, device type, browser, and usage patterns. We may use cookies, web beacons, and similar technologies to collect this data.

3. How We Use Your Information

3.1. Course Delivery: We use your personal information to provide access to courses, track your progress, and communicate with you regarding course updates, assignments, and assessments.

3.2. Payment Processing: We use your billing information to process payments for course enrolment.

3.3. Customer Support: We use your information to respond to your inquiries, provide customer support, and resolve technical issues.

3.4. Improvements and Customization: We analyse user data to improve our services, customize your learning experience, and offer personalized recommendations.

3.5. Communications: We may send you promotional emails and updates about our courses, events, and offers. You can opt out of these communications at any time.

4. How We Protect Your Information

We employ industry-standard security measures to safeguard your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, and regular security assessments.

5. Information Sharing

5.1. We do not sell, rent, or trade your personal information to third parties without your consent, except as required by law or as described in this policy.

5.2. We may share your information with trusted third-party service providers who assist us in delivering our services, such as payment processors, hosting providers, and analytics

services. These providers are contractually bound to protect your data and use it only for authorized purposes.

6. Your Choices

6.1. You can access, correct, or delete your personal information by logging into your account or contacting our support team.

6.2. You can opt out of promotional communications by following the unsubscribe instructions provided in the emails.

7. Data Retention

We retain your personal information as long as necessary to fulfil the purposes outlined in this policy, unless a longer retention period is required by law.

8. Children's Privacy

Our services are not intended for children under the age of 16. We do not knowingly collect or maintain personal information from children without parental consent.

9. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes in our practices. We will notify you of any significant changes via email or by posting a notice on our website.

10. Contact Us

If you have questions, concerns, or requests related to this Privacy Policy, please contact us at info@pinpointgroup.co.za

11. Legal Compliance

This Privacy Policy is subject to South African data protection laws and regulations. In case of disputes, South African law will apply.