MERIDIAN LEARNING

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Privacy Notice

Effective date: 21 October 2026 | Website publication draft

1. Who we are

Meridian Learning Group (referred to as “Meridian Learning”, “we”, “us” or “our”) provides CAPS-aligned curriculum and online educational support to home-educating families in South Africa, including live online teaching sessions. We are a curriculum and educational support provider, not a registered school.

This Privacy Notice explains how we handle personal information received through our website, Microsoft Forms enquiry form, email, WhatsApp, and our educational services.

2. Information we collect

Depending on your interaction with us, we may collect:

- Parent or guardian name, contact number, email address, preferred contact method and correspondence.
- Learner names, grade levels, age or date of birth, learning needs and relevant educational records where needed for enrolment or support.
- Enquiry details, consent records, enrolment and billing information, payment status and service communications.
- Attendance, class participation, assessments, progress information and communications within approved learning platforms.
- Basic technical or usage information generated when you visit our website or use our online services, subject to the technologies actually enabled.

3. Why we use personal information

- To respond to enquiries and provide information about our programmes, fees and enrolment process.
- To assess applications, communicate with parents and deliver educational support when a family enrols.
- To administer online classes, learner records, assessments, attendance, accounts and payments.
- To meet applicable legal, record-keeping and safeguarding obligations, and to protect our systems and users.
- To send promotional communications where permitted by law or where the appropriate consent has been obtained; recipients may opt out.

4. Lawful processing and children’s information

We process personal information on grounds permitted by the Protection of Personal Information Act 4 of 2013 (POPIA), which may include consent, steps requested before entering into an agreement, performance of an agreement, legal obligations and other grounds recognised by law.

Information about children receives additional protection. We seek information from a parent or competent person and use it only where a lawful basis or authorisation applies. Parents should not submit unnecessary sensitive information in a general enquiry form.

5. Microsoft Forms and other service providers

Our 2027 enrolment enquiry form is hosted on Microsoft Forms. Responses may be stored in Microsoft 365 services, including Excel, and notifications may be sent to our authorised administrative mailbox. We may also use email, Microsoft Teams, website hosting and other service providers to operate our services.

We share only information reasonably needed for the relevant service and expect appropriate confidentiality and security arrangements. Some service providers may process or store information outside South Africa; where this occurs, we seek to comply with POPIA requirements for cross-border transfers.

6. Sharing and disclosure

We do not sell personal information. We may disclose relevant information to authorised staff, contracted service providers, professional advisers, payment providers, or public authorities where necessary and lawful. We do not share learner records with unrelated third parties for their own marketing purposes.

7. Security and retention

We use reasonable technical and organisational measures to protect personal information, including access controls and appropriate use of managed online systems. No online service is entirely risk-free.

We keep information only for as long as reasonably necessary for its purpose, applicable legal requirements, legitimate record-keeping or the handling of disputes, after which we delete, destroy or de-identify it as appropriate. Unsuccessful enquiry information is periodically reviewed for continued necessity.

8. Your privacy rights

Subject to applicable law, you may ask whether we hold personal information about you, request access or correction, object to certain processing, request deletion where legally appropriate, or withdraw consent where processing depends on consent. Withdrawal does not invalidate processing already lawfully carried out.

To make a privacy request, contact info@meridianlearning.co.za. We may need to verify your identity and may be required to retain certain records.

9. Cookies and website links

Our website may use necessary technical cookies and may include links to third-party websites or services. If optional analytics, advertising cookies or similar tracking tools are introduced, we will update our notices and obtain consent where required. External services have their own privacy practices.

10. Questions and complaints

Privacy enquiries and requests: info@meridianlearning.co.za | WhatsApp/telephone: 081 528 4427 | Website: www.meridianlearning.co.za.

If you believe your personal information has been handled unlawfully, you may raise your concern with us and may also contact the Information Regulator (South Africa) through its official website at https://inforegulator.org.za/.

11. Updates

We may revise this Privacy Notice when our operations, technology or legal obligations change. The current version will be made available on our website.