

Privacy Notice

1. Who is Botswana Qualifications Authority (BQA)?

BQA was established under the Botswana Qualifications Act No. 24 of 2013 to provide for and maintain a national credit and qualifications framework and to coordinate the education, training and skills development quality assurance system.

The Authority was established to provide for and maintain the National Credit and Qualifications Framework (NCQF) and to coordinate the education, training and skills development quality assurance system for General Education (GE), Technical and Vocational Education and Training (TVET) as well as Higher Education (HE)

To achieve the above objectives, BQA undertakes several activities including but not limited to the following:

- a) Be responsible for all qualifications, from early childhood to tertiary level
- b) Design, develop and implement a common quality assurance platform, and regulate compliance therewith
- c) Register and validate qualifications and part qualifications, and ensure their relevance to social and economic needs
- d) Evaluate and register local and external qualifications
- e) Maintain a national database of assessors' moderator's education and training providers and learners
- f) Register and accredit education and training providers, assessors, awarding bodies and moderators
- g) Accredit learning programs
- h) Develop and review quality standards, and ensure compliance through a monitoring and evaluation system
- i) Ensure international recognition for the national qualifications system and international comparability of qualifications
- j) Maintain a national database of qualifications
- k) Design methods of validating the achievements of learners
- l) Recognize and validate competencies for purposes of certification
- m) Develop, implement and maintain an overarching national credit and qualifications framework

2. What is the purpose and scope of this privacy notice?

The purpose of this notice is to inform you about how we collect, use, store, make available, disclose, update, safeguard, destroy or otherwise process your personal information and to explain your rights relating to the security of your personal information.

The notice applies to all personal information collected, processed and stored by the Authority in carrying out its mandate as stipulated in the Botswana Qualifications Act No. 24 of 2013.

3. What is personal information and what types of personal information do we collect?

Personal information (also referred to as personal data) refers to any information relating to an identified or identifiable individual. In this case, the individual refers to a legal person (an individual, business, or organization that has specific legal responsibilities) whose personal information is shared with the Authority.

The personal information we may collect about you includes:

- a) Name, age, gender, sex, and identifying numbers
- b) Physical and email addresses and contact numbers
- c) Online identifiers and your online behavior such as cookies and IP addresses
- d) Engagements with us including the use of products or services, transactions, requests, queries, applications and complaints
- e) Financial information including financial behavior, goals and needs
- f) Sensitive personal information including but not limited to biometric details, race or ethnic origin, personal beliefs and persuasions such as religious, philosophical, trade union membership or political beliefs.

4. How do we collect personal information?

We will collect personal information directly from you or by official written communication or through online channels such as our website, online applications portal, or electronic messaging platforms. The data collection may be at various stages of service provision for example, on filling out application forms, or during information processing where verification is required, or on a routine basis such as Know Your Customer (KYC) requirements.

We also collect personal information about you from other sources where lawful and reasonable interactions with third parties relate to the Authority's business processes in carrying out its mandate. These third parties include but are not limited to:

- a) Qualification awarding bodies where a qualification was obtained,
- b) Education and training providers where the learner was enrolled,
- c) Government departments where government documents are provided as supporting documentation.

5. Why do we use your personal information?

We use your personal information in:

- a) Information processing for provision of the services by the Authority as stipulated in the Botswana Qualifications Act No. 24 of 2013
- b) Procurement purposes
- c) Recruitment and employment purposes
- d) Statistical purposes
- e) Ensuring security and fraud prevention,
- f) Compliance with legal and regulatory requirements.

6. Whom do we share your personal information with?

Our responsibilities with regard sharing your personal information are to ensure that if we must share your data, we do so only for a lawful basis, and the information sharing is transparent and upholds fairness.

We may share your information with (while upholding principles of transparency and fairness):

- a) Government entities when required by law for compliance purposes,
- b) Authorized service providers acting on behalf of the Authority in processing information for delivering service to you,
- c) Legal entities towards legal proceedings or investigations.

7. What safeguard do we have in case of trans-border data transfer?

Quality assurance by nature is integrated and interdependent with other quality assurance bodies which interactions are necessary to provide you with effective and efficient service. We may transfer your data to other countries but only do so where we are satisfied that the country is whitelisted (countries granted "adequacy decision" that are General Data Protection Regulation (GDPR) - data transfers compliant).

8. How do we secure your data?

The security of your personal information is crucial in our stewardship of the data you entrust to us. We employ appropriate measures to safekeep your data, including but not limited to:

- a) Implementation of our privacy and information security policies,
- b) Encryption of sensitive data,
- c) Regular security audits,
- d) Access control mechanisms to ensure only authorized personnel can access personal data,
- e) Implementation of globally accepted cyber security frameworks and tools to safeguard digital assets and prevent cyber threats.

9. What are your rights?

under the Botswana Data Protection Act, 2024, (Act 18 of 2024). You have the right to (but not limited to):

- a) Access your personal information held by the Authority;
- b) Object to automated processing your personal information,
- c) Request deletion or correction of your personal information,
- d) Give or withdraw consent to processing your personal information,
- e) Be notified of security breaches leading to unauthorized access to your personal information,
- f) Lodge complaints with the Authority or the Data Protection Commissioner

10. How long do we keep your data (data retention period)?

- a) Your data shall be kept for only as long as the purpose for the data collected requires, which purpose is outlined in this notice. Another reason for retention of your data is when it is required by relevant local laws and regulations. Finally, your data may be retained for statistical and archiving purposes as is guided by the relevant local laws and regulations.
- b) The data stores and data processing platforms employed by the Authority are limited to localized servers as well as cloud hosted services which meet the security requirements of the Botswana Data Protection Act, 2024, (Act 18 of 2024).

11. Changes to this Privacy Notice

Changes to this privacy notice happen periodically to reflect changes in our practices or applicable laws. Update notices will be available on our communication channels such as the BQA website, Facebook page, and notice boards.

12. Consent

In addition to the reasons given above, we may request your consent where a specific purpose is defined. We will also seek your consent as to whether applicable laws require it. By clicking "Agree" on the website check box or signing the BQA premises entrance register, you confirm that you have read and understood this notice, and consent to the processing of your personal data and described herein.

13. Contacts

Botswana Qualifications Authority (BQA)

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