

# Ilifu Account Holders' Privacy Notice

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The Ilifu cloud computing research facility supports research projects in the fields of astronomy and bioinformatics. The Ilifu facility is operated by the Inter-University Institute for Data Intensive Astronomy (IDIA), in partnership with the University of Cape Town, University of the Western Cape, Sol Plaatjie University, Stellenbosch University, Cape Peninsula University of Technology and the South African Radio Astronomy Observatory.

When you become an account holder at Ilifu, we generate, collect, store, transmit and use your personal information to manage our relationship with you and to fulfil our duties and obligations to our funders. This privacy notice explains how we do that. This notice may change, but if it does, we will update the date at the top of this page.

## 1. Definitions

Account holder	Any individual who has an Ilifu account.
Team member	Any individual who Ilifu employs or who works on behalf of Ilifu or IDIA.
Funder	An organisation or government that provides funding to support Ilifu operations.
Personal information	Any information relating to an identifiable individual or an existing organisation (e.g., a company or public body).
Information officer	The head of every organisation and the person who is responsible for ensuring that the organisation complies with PAIA and POPIA.
Third parties	External organisations or individuals.

## 2. Information we collect and use

We collect your personal information when you apply and become an account holder at Ilifu. We use the information to review and respond to your application, query, or request. If possible and relevant, we will provide more detail about how we use your information on the application form.

We also generate personal information about your access and usage of our system.

## 3. How we share your information

We will only share your personal information with other parties if it is necessary to manage our relationship with you or to ensure that our organisation runs smoothly.

We may share your information with others to help us:

- communicate with you;
- manage and administer your account, query or request;
- comply with funder requests and requirements; or
- manage operations.

We only share the information that the service providers, suppliers, team members, sponsored parties, users, and third parties need, nothing more. Whether these parties are in South Africa or another country, they must agree to keep your personal information as safe and confidential as we do. They may only use your personal information for the reason we share it with them. That is why we make sure that we have the necessary contracts in place before we share your personal information.

For a full list of third parties that we share personal information with, please visit the [Ilifu website](#).

## 4. We do not hoard your information

We only keep your information for as long as we must for business reasons or as the law requires.

## 5. We do our best to keep your information secure

We have reasonable security measures in place to protect your personal information from:

- being lost;
- being used in the wrong way or for the wrong reason;
- being accessed without permission;
- being changed; and
- being destroyed.

If any of these things happen, it is called a security breach.

The more sensitive the information is, the better we protect it. Although we cannot guarantee that we will never experience a breach, we check our systems regularly for security issues. If something should happen, we have taken steps to minimise the threat to your privacy. We will let you know if your personal information has been compromised and what you can do to minimise the impact of the breach. If you suspect that we (or you) have had a security breach, please let us know immediately by sending an email to: [support@ilifu.ac.za](mailto:support@ilifu.ac.za).

Please include as much information as you can about what may have happened. Access to our servers which hold personal information will be limited to only team members who require access.

## 6. Your rights and preferences

You have the right to:

- ask what we know about you;
- ask what personal information we sent to our suppliers, service providers or anyone else;
- ask us to update, correct or delete any out of date or incorrect personal information we have about you;
- unsubscribe from marketing;
- object to our use of your personal information;

- ask that someone review certain automated decisions that we make about you, express your point of view about those decisions, and ask us to explain the decision; and
- complain to the [Information Regulator](#).

You can also view the personal information we have of you by logging into your [account](#).

You can change your country, institution, position and phone number.

You can also request that we make further changes to your personal information [here](#).

We can take up to 21 days to respond to your request because there are procedures that we must follow. In some instances, we may ask you for proof of your identity or a valid proof of residence.

## 7. Contact us

If you have any questions about this notice, please email us at [support@ilifu.ac.za](mailto:support@ilifu.ac.za)

You can also contact our Information Officer at:

Email address: [support@ilifu.ac.za](mailto:support@ilifu.ac.za)

Physical address:

5th Floor, R W James Building  
9 University Avenue, Upper Campus  
University of Cape Town  
Rondebosch, Cape Town, 7700

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