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Ilifu OpenStack Cloud Service Privacy Notice

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Service

ILIFU-UCT

Description

Ilifu supports research computing in the areas of Astronomy and Bioinformatics primarily supporting projects run by faculty members at universities in the Western Cape province of South Africa.

Scope of this Privacy Notice

When you become an account holder on the Ilifu OpenStack Cloud Service, 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.

Jurisdiction and supervisory authority

Jurisdiction:　　　　　ISO 3166:ZA

Supervisory authority:　Information Regulator (South Africa)

Definitions

Account holder	Any individual who has an Ilifu OpenStack Cloud service account, or authenticates to use the Ilifu OpenStack Cloud Service using the EGI Check-In Service.
Team member	Any individual who Ilifu employs or who works on behalf of Ilifu or IDIA.

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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.
Home Organisation	The organisation or institution that an account holder is affiliated with when authenticating using the EGI Check-In Service.

Information we collect and use

We collect your personal information when you become an account holder on Ilifu OpenStack Cloud Service. We also generate personal information about your access and usage of our system.

We collect the following personal information for our operational requirements:

1. **Authentication of Ilifu OpenStack Cloud Service users**

   The authentication of Ilifu OpenStack Cloud Service users is conducted through Ilifu Keystone or EGI Check-In. For the sole purpose of the authentication of the Ilifu OpenStack Cloud Service users, Ilifu collects through the aforementioned authentication processes the following personal information:

   a. Name & Surname
   b. Email address
   c. Unique user identifier (SAML persistent identifier) (EGI Check-In Service only)
   d. Affiliation (user's role in Home Organisation)
   e. Group membership and role information

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2. **Providing the Ilifu OpenStack Cloud Service**

   For the use of Ilifu OpenStack Cloud Service and for the efficient and lawful provision of this service, Ilifu processes the following personal information:

   a. The IP address from where the user connects to Ilifu OpenStack Cloud Service
   b. Unique user identifier (SAML persistent identifier) (EGI Check-In Service only)
   c. Service user timestamp

3. **Communicate with users for support purposes**

   For communicating with Ilifu OpenStack Cloud Service users, Ilifu processes the following personal information:

   a. Name & Surname
   b. Email address

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 facilitate the following:

1. **Authentication of Ilifu OpenStack Cloud Service users**

   a. User authentication is carried out through [Ilifu Keystone Service](#)
   b. Through the [EGI Check-In Service](#)

2. **Provide the Ilifu OpenStack Cloud Service**

   a. Manage and administer accounts, including tracking system usage and allocations;

3. **Communicate with users for support purposes**

4. **Comply with funder requests and requirements**

   a. Statistical reports and charts data do not contain personal data as they result from anonymized information

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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](#).

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.

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.

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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.

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 request that we make changes to your personal information by contacting us at support@ilifu.ac.za.

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.

In the case of authentication carried out through EGI Check-In Service, to rectify the data released by your Home Organisation, contact your Home Organisation's IT helpdesk.

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Contact us

If you have any questions about this notice, please email us at support@ilifu.ac.za

You can also contact our Information Officer at:

Email address:

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

Postal address:

The Inter-University Institute for Data Intensive Astronomy

Department of Astronomy

University of Cape Town

Private Bag X3, Rondebosch, 7701