

Privacy Policy of the Eastern Cape Department of Agriculture (ECDOA)

1. Introduction

The Eastern Cape Department of Agriculture (ECDOA), accessible at ecagriculture.gov.za (formerly the Department of Rural Development and Agrarian Reform – DRDAR), is committed to protecting your privacy and ensuring the lawful and secure handling of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in compliance with the Protection of Personal Information Act (POPIA) No. 4 of 2013.

By engaging with our services, including our website, offices, and programs, you acknowledge that you have read and understood the terms of this policy.

2. Definition of Personal Information

In this policy, “personal information” has the meaning defined in POPIA and includes any information that can be used to identify you, either directly or indirectly. This includes, but is not limited to:

- **Personal Details:** Name, surname, identity number, passport number, date of birth, gender, and nationality.
- **Contact Information:** Physical address, postal address, email address, and telephone number(s).
- **Application and Registration Information:** Information provided in applications for grants, subsidies, permits, licenses, training programs, and other departmental services. This may include employment status, income details, farm/business details, and household composition.
- **Financial Information:** Bank account details, tax numbers, and payment history (where necessary for financial transactions like grant disbursements or supplier payments).
- **Technical Information:** When you visit our website, we may collect your IP address, browser type, operating system, and browsing behaviour through cookies and similar technologies. Please see our separate [Cookie Policy] for more details.
- **Correspondence Records:** Copies of your communications with us, including emails, letters, and records of telephone calls.

3. How We Collect Your Information

We collect information both directly from you and, where necessary and lawful, from other sources. The primary methods of collection are:

- **Directly From You:** When you submit online or paper-based forms, correspond with us, register for services, attend our workshops, or interact with our officials.
- **Automatically:** Through your use of our website, using cookies and similar technologies (as per our Cookie Policy).
- **From Third Parties:** From other government departments or agencies for verification purposes, or from publicly available sources where it is necessary for our mandate.

4. How We Use Your Information (Purpose of Processing)

We will only process your personal information for a specific, lawful purpose. The primary purposes include:

- **Service Delivery:** To process your applications for services, grants, subsidies, and permits; to provide agricultural support and extension services.
- **Communication:** To send you important updates, notifications, and information regarding our services, policy changes, or agricultural alerts.
- **Improvement and Development:** To analyse non-identifying data to improve our service quality, develop new programs, and inform policy.
- **Legal and Regulatory Compliance:** To comply with our obligations under various South African laws, including POPIA, the Public Finance Management Act (PFMA), and specific agricultural legislation.
- **Security and Fraud Prevention:** To ensure the security of our systems and to prevent fraudulent activities.

5. How We Share and Disclose Your Information

We treat your personal information as confidential and will not sell or rent it. We may share it only under the following strict circumstances:

- **With Other Government Entities:** Where it is necessary for integrated service delivery, law enforcement, or as required by law.
- **With Our Service Providers:** With trusted third-party service providers (e.g., IT hosts) who are bound by contract to protect your information and prohibited from using it for any other purpose.
- **For Legal Reasons:** Where required by a court order, subpoena, or other legal process.
- **With Your Consent:** For any purpose not covered above, we will only share your information with your explicit consent.

6. How We Protect Your Information

We implement a range of technical, physical, and administrative security measures to protect your personal information from unauthorized access, loss, misuse, alteration, or destruction. These measures include:

- **Technical Security:** Secure networks, firewalls, encryption, and access controls.
- **Physical Security:** Access-controlled premises and secure storage for physical records.
- **Administrative Security:** Confidentiality agreements, mandatory data protection training for staff, and policies that limit access to personal information on a strict need-to-know basis.

7. Data Retention

We will not retain your personal information for longer than is necessary to achieve the purpose for which it was collected, or as required by law. Once the retention period expires, we will securely destroy or de-identify the information.

8. Your Rights Under POPIA

You have the following rights regarding your personal information:

- **Right to be Informed:** You have the right to know what personal information we hold and how it is processed.
- **Right of Access:** You may request access to the personal information we hold about you.
- **Right to Correction:** You may request the correction of any inaccurate, misleading, or outdated information.
- **Right to Erasure:** You may request the deletion of your personal information under certain conditions.
- **Right to Object:** You may object, on reasonable grounds, to the processing of your personal information.
- **Right to Lodge a Complaint:** You have the right to submit a complaint to the Information Regulator.

9. How to Contact Us

For any queries related to this Privacy Policy, to exercise your rights, or to lodge a complaint regarding the processing of your personal information, please contact our Information Officer:

The Information Officer

Mr B. Dayimani – Head of Department

Eastern Cape Department of Agriculture (ECDOA)

Private Bag X0040

Bhisho, 5605

Email: POPIA@ecagriculture.gov.za / Chera-Lee.Oliver@ecagriculture.gov.za

Tel: 0800 203 025

Complaints can also be directed to the Information Regulator:

Website: <https://inforegulator.org.za/>

Email: complaints.IR@inforegulator.org.za

Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. The updated version will be posted on our website with a revised “Last Updated” date. We encourage you to review this policy regularly to stay informed about how we are protecting your information.



MR B. DAYIMANI

HEAD OF DEPARTMENT

DEPARTMENT OF AGRICULTURE

12 JUNE 2026