Q1: How safe is personal information on the web portal?

A1: Council will safeguard personal information on the web portal to the best of its ability.

   a. Security measures

   Data is held only as long as may be legally required. Information that you provide to us will be stored electronically as well as in hard copy format (at times). The SAVC introduces reasonable security measures protecting such information. The SAVC, however, works with third party contractors, some of whom host and operate certain features of the website and the web portal for the registrees. The information collected may be stored in, or transferred to, a destination outside of South Africa and/ or may be processed by staff operating outside South Africa who work for the SAVC or for one of its contractors. By submitting personal information, you agree to this transfer, storing and processing. **The SAVC will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.**

   b. Quality and Protection of your Information

   The SAVC strives to keep the personal information updated, complete and accurate. It is your duty to provide the SAVC with your most up to date personal information and you can do so by logging in to the SAVCs web portal for its registrees. The SAVC strives to ensure the security of personal information by taking reasonable measures to prevent destruction, unlawful access and loss of personal information. Any compromise of data integrity or confidentiality will be reported to you by written notice.

   Should you be unable to access the SAVCs web portal, kindly contact the SAVC at (012) 345-6360.

   If you wish to read further, click on the [LINK](#) to the Privacy Policy here.

Q2: How do I register on the Registree Portal?

A2: [LINK](#)

Q3: How do I request a password reset?

A3: [LINK](#)

Q4: How do I load staff members under my facility?

A4: [LINK](#)

Q5: How do I upload documents into the “My documents” personal folder?

A5: [LINK](#)

Q6: How do I view my account and make payments?

A6: [LINK](#)