



Website and Online Services Policy

Social Security Commission

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PRIVACY POLICY

The Social Security Commission (SSC) is committed to protecting the privacy of users accessing its services: the website (<https://www.ssc.org.na/>), mySSC portal (mySSC), Self-Serve Point (SSP) and Thuso AI (collectively referred to as the "Services"). This Privacy Policy describes how we collect, use, and disclose your personal information when you use the Service.

We collect two main types of information:

- a) **Personal Data:** This includes information that can be used to identify you, such as your name, email address, phone number, and address.
- b) **Usage Data:** This information is collected automatically when you use the Service and includes details about your device and browsing activity.

How We Use Your Information

The SSC uses your personal information to:

- a) Provide and maintain the Service.
- b) Manage your user account.
- c) Send you important information about the Service, including security updates.
- d) Respond to your inquiries and requests.
- e) Improve the Service and user experience.
- f) Data Retention

We will retain your personal data for as long as required and permissible under Namibian law in general and the Social Security Act, 1994 (Act No. 34 of 1194). We may also retain usage data for internal analysis purposes.



Data Transfers

Your information may be transferred to and processed in countries with different data protection laws. We take steps to ensure your data is treated securely in accordance with this Privacy Policy.

Your Rights

You have the right to access, update, or correct your personal information. You can also opt-out of receiving marketing communications from us.

Disclosure of Your Information

We may only disclose your personal information under limited circumstances, such as: In the event requested by National Statistics Agency, Bank of Namibia, Namibia Revenue Agency, other Namibian Government Ministries in terms of their enabling statutes, and Law Enforcement Agencies, or by virtue of a Court order.

Security

The SSC employs commercially reasonable measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no internet transmission or electronic storage method is completely secure.

Third-Party Services

We use third-party service providers to help us operate and improve the Service. These providers may have access to your personal information in accordance with their privacy policies.



Links to Other Websites

The Service may contain links to websites operated by third parties. We are not responsible for the privacy practices of these websites. The SSC will at all times make sure that Employers and Employees privacy is protected.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this website.

Governing Law and Dispute Resolution

This Privacy Policy is governed by and construed in accordance with the laws of Namibia. Your use of our services constitutes your acknowledgment that you have read, understood, and agreed to be bound by this Privacy Policy. In the event of any dispute arising from or relating to this Privacy Policy or your use of the services, such dispute shall be subject to the exclusive jurisdiction of the courts of Namibia.



PAYMENT TERMS

The Social Security Commission (SSC) is committed to protecting the privacy of users accessing its services: the website (<https://www.ssc.org.na/>), mySSC portal (mySSC), Self-Serve Point (SSP) and Thuso AI (collectively referred to as the "Services"). This Privacy Policy describes how we collect, use, and disclose your personal information when you use the Service.

Definitions

- a) **Social Security Commission (SSC):** A juristic entity established by the Social Security, 1994 (Act No. 34 of 1994),. We, us, and our refer to this institution.
- b) **Power of Attorney (PoA):** A legal document authorizing another person to act on your behalf in specific matters related to the Social Security Commission. Here, it empowers an individual to conduct business with the SSC for an employer.
- c) **Employer/Third-Party Representative:** The individual or entity who has registered for our services, either directly or by appointing an authorized representative through a PoA.
- d) **Employer Registration Number:** The unique identifier assigned to an employer by the Social Security Commission.
- e) **Employee Registration Number:** The unique identifier assigned to an employee by the Social Security Commission.
- f) **Remuneration:** The fixed regular payment an employer provides to an employee for their work.



- g) **Form 10 (F10):** The monthly report submitted by an employer to the Social Security Commission, detailing employee remuneration and associated contributions.
- h) **Wage Returns:** The annual report submitted by an employer to the Social Security Commission, summarizing total wages paid to employees for the preceding year.
- i) **Employee List:** A record of currently active employees registered with an employer, as maintained by the Social Security Commission.
- j) **Payment Gateway:** A secure online service authorized by the Social Security Commission to process debit and credit card transactions on their website. These services may have associated fees, transaction limits, and security protocols and its own terms and conditions.

Eligibility for mySSC Registration

To register for mySSC, you must meet the following criteria:

- a) **Active Employer Registration:** Your organization must be a currently registered employer with the Social Security Commission.
- b) **Fund Membership:** Your organization must be registered with at least one of the following funds: Maternity, Sick & Death Fund (MSD) and/or Employee Compensation Fund (ECF).
- c) **Updated Employer Profile:** Your employer profile with the Social Security Commission must include a valid and active email address.
- d) **Active Employees:** You must have at least one employee actively registered under your organization with the Social Security Commission.

You can register for mySSC conveniently through two methods

- a) **Online Registration:** Sign up directly through the Social Security Commission website.



- b) **Branch Registration:** Visit any Social Security Commission branch for in-person assistance.

Service Availability

The Social Security Commission endeavors to provide high availability of its online services ("Services"). However, we cannot guarantee uninterrupted access. We reserve the right to temporarily suspend or limit access to the Services for scheduled maintenance, system upgrades, or other unforeseen circumstances. We will strive to provide advance notice whenever possible for planned outages.

Security and Data Protection

The Social Security Commission is committed to safeguarding your information. We implement industry-standard security measures to protect the confidentiality, integrity, and availability of your data. However, it is essential to acknowledge that no internet transmission or electronic storage method is completely foolproof. As such, the Social Security Commission cannot guarantee absolute security.

Your Role in Data Security

Maintaining the confidentiality of your login credentials remains a critical aspect of information security. We strongly recommend you:

- a) Utilize strong and unique passwords for your mySSC account.
- b) Safeguard your login credentials and avoid sharing them with anyone.
- c) Be cautious when accessing mySSC from public or shared devices.



- d) Regularly log out of your mySSC / SSP account when you are finished using the service.

******By following these practices, you can significantly contribute to the overall security of your information on our Services.*

User Responsibilities and Liability

Credential Security: You are solely responsible for safeguarding the confidentiality of your mySSC login credentials. This includes not sharing your username or password with anyone.

Third-Party Access: The Social Security Commission shall assume authorized access if a third-party gains access to your login credentials. You will be held liable for all transactions conducted under your account, regardless of whether you or the unauthorized party initiated them.

Compromised Credentials: If you suspect your login credentials have been compromised, you must immediately reset your password to prevent unauthorized access. If you cannot reset your password, contact Social Security Commission to delink the employer profile from the account.

Limited Liability: You acknowledge that you use our Services at your own risk. The Social Security Commission shall not be held liable for any loss or damage arising from your use of the service, except in cases of gross negligence on our part.

Accuracy of F10 Submissions

The Social Security Commission emphasizes the importance of accurate and complete information in your monthly Form 10 (F10) submissions. To ensure this accuracy, we recommend the following practice:



Review Employee Salaries: Prior to submitting your F10 online, thoroughly review employee salary details to verify the correctness of contribution amounts.

******By following this practice, you can help guarantee the integrity of your F10 submissions and avoid potential discrepancies.*

Online Payment Authorization

By utilizing our online services, you grant the Social Security Commission authorization to process payments on your behalf using the payment information you provide. To ensure a smooth and accurate payment process, we kindly request you to:

- a) **Verify Payment Details:** Before submitting payment, double-check the contribution amount to ensure it aligns with the reviewed employee salaries.
- b) **Confirm Fund Selection:** Verify that you are paying into the correct fund(s): Maternity, Sick & Death Fund (MSD), Employee Compensation Fund (ECF), or both.
- c) **Accurate Information:** It is your responsibility to provide complete and accurate payment information.
- d) **Shared Responsibility:** The Social Security Commission is not liable for any loss or damage arising from incorrect or incomplete information provided during the online payment process.

External Links and Payment Gateways

- a) **Third-Party Websites:** Our services may contain links to websites or services operated by third parties that are not affiliated with the Social Security Commission. When you submit a payment for processing through



our online system, you may be redirected to a secure payment gateway managed by a third-party provider.

- b) **Limited Control:** The Social Security Commission does not control the content, privacy practices, or operations of these external websites or payment gateways.
- c) **User Responsibility:** You acknowledge and agree that the Social Security Commission is not responsible for any loss or damage arising from your use of these third-party services. We encourage you to review the terms of use and privacy policies of any external website or payment gateway you visit before engaging with them.

General Provisions

- a) **Confidentiality:** You are responsible for maintaining the confidentiality of all information you disclose while using our services.
- b) **Updates to Terms of Use:** The Social Security Commission reserves the right to update these Terms of Use at any time. We will strive to provide at least 30 days' notice for any significant revisions ("material changes") before the new terms come into effect. The SSC will determine what constitutes a material change at its discretion.
- c) **Acceptance of Terms:** Your continued use of our services following the posting of any updates to the Terms of Use constitutes your acceptance of those changes.

Changes to this Payment Terms

We may update this Payment Terms from time to time. We will notify you of any changes by posting the new Payment Terms on this website.



Governing Law and Dispute Resolution

These Payment Terms ("Terms") are governed by and construed in accordance with the laws of Namibia. Your use of our services constitutes your acknowledgment that you have read, understood, and agreed to be bound by these Terms. In the event of any dispute arising from or relating to these Terms or your use of the services, such dispute shall be subject to the exclusive jurisdiction of the courts of Namibia.



Contact Us

If you have any questions about this Payment Terms, you can contact us:

By email: Corporate@ssc.org.na

By visiting this page on our website: https://www.ssc.org.na/contact_us

By phone number: 264 612807999

COOKIES POLICY

This Cookies Policy explains what Cookies are and how We use them. You should read this policy so You can understand what type of cookies We use, or the information We collect using Cookies and how that information is used.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about You may be linked to the information stored in and obtained from Cookies. For further information on how We use, store, and keep your personal data secure, see our Privacy Policy.

We do not store sensitive personal information, such as mailing addresses, account passwords, etc. in the Cookies We use.

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Cookies Policy:

- a) **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Cookies Policy) refers to Social Security Commission established from Social Security, 1994 (Act No. 34 of 1994), with headquarters at Cnr of A.Kloppers & Haupt Streets, Khomasdal, Windhoek.
- b) **Cookies** means small files that are placed on Your computer, mobile device, or any other device, by a website, containing details of your browsing history on that website among its many uses.



- c) **Website** refers to Social Security Commission, accessible from <https://www.ssc.org.na/>.
- d) **You** mean the individual accessing or using the Website, or a company, or any legal entity on behalf of which such individual is accessing or using the Website, as applicable.

Type of Cookies We Use

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close your web browser.

We use both session and persistent Cookies for the purposes set out below:

Necessary / Essential Cookies

- a) **Type:** Session Cookies
- b) **Administered by:** Us.
- c) **Purpose:** These Cookies are essential to provide You with services available through the Website and to enable You to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that You have asked for cannot be provided, and We only use these Cookies to provide You with those services.



Functionality Cookies

- a) **Type:** Persistent Cookies
- b) **Administered by:** Us.
- c) **Purpose:** These Cookies allow us to remember choices You make when You use the Website, such as remembering your login details or language preference. The purpose of these Cookies is to provide You with a more personal experience and to avoid You having to re-enter your preferences every time You use the Website.

Your Choices Regarding Cookies

If You prefer to avoid the use of Cookies on the Website, first You must disable the use of Cookies in your browser and then delete the Cookies saved in your browser associated with this website. You may use this option for preventing the use of Cookies at any time.

If You do not accept Our Cookies, you may experience some inconvenience in your use of the Website and some features may not function properly.

If You'd like to delete Cookies or instruct your web browser to delete or refuse Cookies, please visit the help pages of your web browser.

- a) For the Chrome web browser, please visit this page from Google:
<https://support.google.com/accounts/answer/32050>.
- b) For the Internet Explorer web browser, please visit this page from Microsoft:
<http://support.microsoft.com/kb/278835>.
- c) For the Firefox web browser, please visit this page from Mozilla:
<https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>.



- d) For the Safari web browser, please visit this page from Apple:
<https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac>.

For any other web browser, please visit your web browser's official web pages.

Changes to this Cookies Policy

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Governing Law and Dispute Resolution

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DISCLAIMER

This disclaimer applies to the Social Security Commission website (<https://www.ssc.org.na/>), mySSC portal (<https://www.ssc.org.na/myssc/auth/login/>), Self-Serve Point (SSP) and Thuso AI (collectively referred to as the "Services").

Information Accuracy

The Social Security Commission strives to provide accurate and up-to-date information on the Service. However, we cannot guarantee the complete absence of errors or omissions. The information presented in this document and on the website is intended for general informational purposes only and should not be considered a substitute for professional advice.

External Links

The Service may contain links to external websites not maintained by the Social Security Commission. We are not responsible for the content or accuracy of information found on these external sites.

Limitations of Liability

The Social Security Commission is not liable for any damages arising from the use of the Service or the information it contains. This includes, but is not limited to, special, direct, indirect, or consequential damages.



Copyright and Fair Use

The Service may contain copyrighted material used under fair use principles for criticism, comment, news reporting, teaching, scholarship, or research. Permission from the copyright owner is required for any use beyond fair use.

Views and Opinions

The views expressed on the Service belong to the respective authors and may not reflect the official position of the Social Security Commission. User comments are the sole responsibility of the commenter, and the Social Security Commission reserves the right to remove any comments for any reason.

Changes to this Disclaimer

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Governing Law and Dispute Resolution

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Contact Us

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- By phone number: 264 612807999