



Home of Hope
A brighter future for every child

WWW.HOMEOFHOPE.CO.ZA

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HOME OF HOPE PRIVACY POLICY

Introduction

At Home of Hope we are committed to protecting your personal information and to ensure that use of your information is done in a transparent manner. We consider the support of funders and those that donate as invaluable and for this reason, we will ensure that priority is placed on ensuring any personal information submitted to Home of Hope is held in confidence. The aim of this policy is to keep you informed regarding the way we collect, process, share, secure and destroy your personal information. By submitting your personal information to us, you provide Home of Hope with express consent and agreement, where necessary and appropriate, for the processing of your personal information. By using this website, you acknowledge that you have reviewed the terms of this Privacy Policy and consent to the use of your personal information and agree that we may collect, use and store your personal information in accordance with the laws of South Africa, as is required by the Protection of Personal Information Act, 2013 (POPI Act).

Definition of Personal Information

According to the Protection of Personal Information Act (POPIA) “Personal Information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

The Collection of Your Personal Information

We ask for your information in order to process debit orders, thank you for donations received, send newsletter updating you on the Home of Hope projects and for other purposes explained below. The type of information we collect will depend on the purpose for which it is collected and used. We will only collect information that we need for that purpose. We collect information directly from you when you provide us with your information or through contact with us.



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info@homeofhope.co.za



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Banking Details: Home of Hope – Standard Bank Bayside, Branch Code 022209, Cheque Account: 272800988, Swift Code SBZAZAJJ

Home of Hope is a registered Non-Profit Organisation with registration number 050-226-NPO and a registered Public Benefit Organisation with registration number 930022887

Examples of information we collect from you are:

- name
- physical address
- Billing address
- email address
- contact numbers
- ID number
- Gender
- date of birth,
- payment card details
- financial information

Collection of Information When Using our Website

When using our website, we may collect standard information about you such as your IP address or the website from which you linked to our website. This is considered non-personal information, through which you cannot be identified. This information is used to learn more about the way you interact with our content and planning purposes only. The information collected includes:

- your IP address
- usage data
- webpages viewed

Cookies

The term “cookies” is used to refer to cookies and other similar technologies as directed by the POPI Act. Cookies are one or more pieces of information stored as data files on your device. When you visit a website that uses cookies, a cookie file is saved to your PC, Mac, phone or tablet. It stores the website's name, and also a unique ID that represents you as a user.

Some of the cookies we use are session cookies and only last until you close your browser, others are persistent cookies which are stored on your computer for longer. We will not use cookies to collect personally identifiable information about you. However, should you wish to do so, you can choose to reject or block the cookies set by the websites of any third-party suppliers by changing your browser settings.

Why We Need Your Personal Information

Home of Hope will only use this information for the purposes for which it was provided. We collect personal information only so that we may:

1. send thank you letters for donations received;
2. send tax deductible certificates and other legal documents;
3. respond to queries or concerns received from you;

4. collect donations;
5. send newsletters to update you on the projects and beneficiaries of Home of Hope;
6. invite you to our yearly Annual General Meetings, or any Voluntary Association events;
7. process your card details in order to complete donations via card payments; and
8. for any other purposes for which you provided the information

Disclosure of Information

Home of Hope may disclose your personal information with third parties who are contracted to assist us in providing a service to you. The third parties require your personal information in order to render a service such as debit orders and for newsletter distribution. Home of Hope will ensure that third party service providers uphold strict confidentiality measures.

Additional disclosure of your personal information may occur:

1. when there is a duty or right to disclose in terms of law;
2. in order to protect or defend the rights of our organisation; and

Personal information of those under 18 years of age will not be processed without the prior consent of said minor's parent/ guardian.

Our Security Measures

Home of Hope is bound by a legal obligation to provide sufficient protection of personal information supplied to us. Your personal information will be stored in databases or other electronic storage media with the relevant security procedures in place. Home of Hope will:

1. ensure your personal information remains strictly confidential;
2. implement reasonable security safeguards, ensuring all technical and organisational processing of your personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access;
3. informing you should your personal information be compromised;
4. commit to monitoring and upgrading our systems and security controls for vulnerabilities.

It is important to note that despite our best efforts, no system is perfect. Home of Hope accepts no liability for any loss, damage and/or expenses, which may be suffered as a result of a breach of any of our physical or technical security safeguards.

Monitoring by CCTV cameras.

Some of our facilities are monitored by CCTV cameras for safety, crime prevention and as required by governing bodies and relevant legislation.

Your Rights

You have the right to know what personal information we have processed about you, to update it and to opt out of receiving further communication from Home of Hope.

You have the right to:

- request a copy of the personal information collected about you
- ask us to update, correct or delete your personal information
- object to the processing of your personal information
- unsubscribe from any newsletters sent to you
- complain should you feel your rights have been infringed on

Complaints Procedure

If you have any concerns with regards to the collection, processing, use of or storage of your personal information, please contact Home of Hope directly in order to promptly address this matter.

Your concerns can be addressed to our CEO.

Name: Eleanor Brook

Email: eleanor@homeofhope.co.za

Contact Number: 0730409537

Should you feel this matter was unresolved, you are encouraged to submit a complaint to the Information Regulator regarding your concerns.