



South Africa

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## UTHANDO SOUTH AFRICA PRIVACY POLICY

We are committed to ensuring the protection of personal information and meeting the data protection obligations in terms of the Protection of Personal Information Act (POPIA), effective as of July 1<sup>st</sup>, 2021.

The purpose of this privacy policy is to describe how we collect, use, store and disclose Personal Information, to explain the rights and choices individuals have regarding the processing of their Personal Information by Uthando South Africa herein referred to as Uthando.

By using our services and platforms you acknowledge that you have read and understood the terms outlined in this policy. Therefore, you consent and agree to the processing of your Personal Information in compliance with this policy. All individuals whose personal information is collected, received and stored have the right to know what information is held, have the right to update or remove details as and when they deem necessary.

Uthando takes reasonable steps to protect Personal Information and handles such information in compliance with the applicable Data Protection laws, in the context of South Africa does so in compliance with the Protection of Personal Information Act.

Uthando reserves the right to add, remove or modify certain sections of this privacy policy and encourages continuous reading of this policy to familiarise with such changes that may occur. If data will be used outside the original intent, the individuals must be made aware of such and have a right to agree or disagree to such usage.

### **Collection of Personal Information**

While using our services, you may be requested to provide certain personal information, which identifies you as an individual/s (including but not limited to your name, health information and contact details).

Such information may be collected in the following ways:

- Voluntary disclosures of personal Information on a visitors feedback form, visitors medical and travel declaration form, newsletter subscription and on website for donation purpose, via telephone, social media or any other medium such as emails or WhatsApp communication.

### **Usage of Personal Information (purpose for collection)**

We may process or use personal information in a number of ways including but not limited to the following:

- Enable us to use information on our social media platforms, website, marketing campaigns and request for donations.
- To communicate information, for example through newsletter sent when individual/s have subscribed.
- Compile and maintain our platforms, visitor's database, tour agency & operators and projects database.
- Track visitors database size and growth by using analytics and other measurable resources.
- To evaluate the impact of our support and assistance.

Processing or using includes collecting, receiving, recording, organising, storing, updating, modifying, consulting, distributing, removing and destroying Personal Information and this is performed to comply with the applicable laws.

### **Storage of Data**

We may keep Personal Information either in hard copy, electronic or both forms and take reasonable and appropriate steps to ensure its protection from misuse, loss and unauthorised access.

We will only keep Personal Information for as long as is necessary to fulfil its purpose as agreed upon with the individual/s or otherwise legally permitted to do so.

### **Disclosure of Personal Information**

We are not in the business of selling Personal Information and therefore we will not disclose personal information except in circumstances where consent is given by the individual/s.

We may disclose Personal Information to third parties where required by law and at all times individuals will be made aware, this may include:

- Our affiliates, in other words tour agents, tour operators and donors.
- Website support providers, scribes and content creators.
- We may disclose personal information if we are under a duty to disclose or share information in order to comply with any legal obligation and to our attorneys in connection with any potential, threatened or actual litigation or to our auditors for the purpose of auditing our accounts.
- In the event that we restructure or transfer our assets, we may disclose personal information to the prospective person/s taking over our assets.

### **Commitment to Security**

Although no one can guarantee the security of the information collected and received, we do employ safeguards intended to mitigate the risk of unauthorized access or usage of personal information and we will do our best to protect personal information by not allowing unauthorized use of personal information.

### **International Users**

Uthando South Africa is based in and operates from South Africa, regardless of where people access or use our services any information obtained will be stored in accordance with the South African

privacy laws, regulations and standards, which may not be equivalent to the laws of that individual's country accessing our services. By using all our platforms you consent to this process.

### **Changes to our Privacy Policy**

We may update this policy from time to time, any changes we may make to our privacy policy will be communicated appropriately and notifications sent in an appropriate manner using contact details such as emails, telephone and using social media platforms and our website.

### **Contact**

Questions, comments and requests regarding this privacy policy should be addressed to [jamesfernie@uthandosa.org](mailto:jamesfernie@uthandosa.org) or alternatively on +27 21 683 8523