



## **SEMELA FOUNDATION PRIVACY POLICY**

This policy sets out to explain how we obtain, use and disclose your personal information in accordance with the requirements of the Protection of Personal Information Act No. 4 of 2013 ("the Act").

At Semela Foundation (including Semela Foundation associated partners, investors, and funders and affiliates), we are committed to protecting your privacy and ensuring that your personal information is collected and used properly, lawfully, and transparently.

### **The information we collect**

We collect and process your personal information mainly to contact you for the purposes of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details such as your name, contact details and organisation.

We collect information directly from you when you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using "cookies", which allow us to collect standard internet visitor usage information.

### **Definition of personal information**

According to the Act, "**personal information**" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. This may include:



- All addresses including residential, postal and email addresses.
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the state department.

### **How we use your information**

We will use your personal information only for the purposes for which it was collected and as agreed with you. In addition, where necessary, your information may be retained for legal or research purposes.

For example:

- to gather contact information;
- to confirm and verify your identity or to verify that you are an authorised user for security purposes;
- for the detection and prevention of fraud, crime, money laundering or any other malpractice;
- to conduct satisfaction research or for statistical analysis;
- for audit and record keeping purposes;
- in connection with any legal proceedings and/or requirements.

### **How we use your personal information for marketing**

- We will use your personal information to market volunteer opportunities, fundraising events, investments and funding opportunities, non-profit



organisation/governmental collaborations, and other related activities and services by us.

- We will do this in person, by post, telephone, or electronic channels such as SMS, and email.
- In any other instances where the law requires, we will only market to you by electronic communications with your consent.
- In all cases you can request us to stop sending marketing communications to you at any time.

### **Disclosure of information**

We may disclose your personal information to our recipients who receive funds from us or services. We have agreements in place to ensure that such the recipients comply with the privacy requirements as required by the Act.

We may also disclose your information:

- where we have a duty or a right to disclose in terms of law or industry codes;
- where we believe it is necessary to protect our rights.

### **Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop any unauthorised access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.



Our security policies and procedures cover:

- physical security;
- computer and network security;
- access to personal information;
- secure communications;
- security in contracting out activities or functions;
- retention and disposal of information;
- acceptable usage of personal information;
- governance and regulatory issues;
- monitoring access and usage of private information;
- investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that personal information that we remain responsible for is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

### **Your Rights: Access to information**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers or addresses provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details about your personal information.

Please note that any such access request may be subject to the payment of a legally allowable fee.



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### **Correction of your information**

You have the right to ask us to update, correct, or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

### **How to contact us**

If you have any queries about this notice, need further information about our privacy practices, wish to withdraw consent, exercise preferences, or access or correct your personal information; please contact us at the numbers or addresses listed on our website.



## **SEMELA FOUNDATION COOKIE POLICY**

A cookie is a small piece of data sent from our websites or applications to your computer's or device's hard drive or Internet browser, where it is saved. The cookie contains information to personalise your experience on our website or applications and may improve your experience on the website or applications. The cookie will also identify your device, like the computer or smartphone you use to access our website.

By using our website, you agree that cookies may be forwarded from the relevant website to your computer or device. The cookie will enable us to know that you have visited the website or application before and will identify you. We may also use the cookie to prevent fraud and for analytics.

A cookie in no way gives us access to your computer or any information about you other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.