

PRIVACY POLICY

The Solidarity Response Fund (registration number: **2020\179561\08**) ("**Solidarity Fund**", "**we**", "**us**" or "**our**") own and operate the Solidarity Fund Platforms ("**our Platforms**"). When we refer to our Platforms we mean our website and social media platforms.

This privacy policy should be read together with our terms and conditions and describes how we process information we collect and/or receive from you.

1. INFORMATION WE COLLECT AND RECEIVE

We collect and receive information about you in the following ways:

1.1. Information you give us

This includes any information that you provide to us directly:

- 1.1.1. when you utilise our services;
- 1.1.2. by filling in forms on our websites, or those provided to you;
- 1.1.3. when you make a donation;
- 1.1.4. by posting comments or content on our social media pages; or
- 1.1.5. when you contact us or we contact you and you provide information directly to us.

1.2. What personal information we collect

- 1.2.1. When you make a donation, you will be required to provide us with the following information, your –
 - 1.2.1.1. name and surname;
 - 1.2.1.2. company details;
 - 1.2.1.3. contact number and email address;
 - 1.2.1.4. physical address;
 - 1.2.1.5. credit, debit and payment information; and
 - 1.2.1.6. identity or passport number.

1.3. Information we collect or receive when you use our Platforms

We collect information when you use our Platforms by using cookies, web beacons and other technologies. Depending on how you access and use websites, we may receive:

- 1.3.1. log information;
- 1.3.2. information we infer about you based on your interaction with us;
- 1.3.3. device information (for example the type of device you're using, how you access platforms, your browser or operating system and your Internet Protocol ("IP") address);
- 1.3.4. location information.

1.4. Information from third-party sources

We may receive additional information about you that is publicly or commercially available and combine that with the information we have collected or received about you in other ways.

2. HOW WE USE THE INFORMATION WE COLLECT AND RECEIVE

We use the information we collect and receive for the following general purposes:

- 2.1. to provide you with information or services you request from us;
- 2.2. to process your donations;
- 2.3. to keep a record of your relationship with us and for administrative purposes (such as our accounting and record-keeping);
- 2.4. in order to refer you to our payment service providers;
- 2.5. to communicate with you;
- 2.6. to provide you with support; and
- 2.7. for campaigning or fundraising (e.g. raising awareness, inviting you to events, sharing posts, signing campaign actions, helping us raise money, donating to us) by mail, email, phone or social media to send you information about our latest news, campaigns and occasional fundraising activities. For example, we may send you fundraising appeals or ways to help us raise money.)

3. HOW WE SHARE THE INFORMATION WE COLLECT AND RECEIVE

- 3.1. We don't sell your personal information to third parties for their marketing purposes.

3.2. We may share information with:

3.2.1. our affiliates;

3.2.2. we may disclose your personal information to a limited number of our employees and third party service providers;

3.2.3. our business partners. We may share non-personally identifiable information with select business partners;

3.2.4. other parties in response to legal process or when necessary to conduct or protect our legal rights; and

3.2.5. companies that provide services to us. Companies that provide services to us or act on our behalf may have access to information about you. These companies are limited in their ability to use information they receive in the course of providing services to us or you.

4. YOUR RIGHTS

4.1. Our Platforms uses cookies. If you wish to reject our cookies, you can configure your browser to do so.

4.2. We want to make sure that any data we hold about you is up to date. So, if you think your personal information is inaccurate, you can ask us to correct or remove it.

5. RETENTION OF DATA

We will retain your personal information only for as long as is necessary for the purposes set out in this privacy policy or to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

6. OUR COMMITMENT TO SECURITY

The security of your data is important to us. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. However, we do employ a number of safeguards intended to mitigate the risk of unauthorised access or disclosure of your information. We will use reasonable efforts to protect your personal information and we will use up to date technology that will help us to do this. We will at all times comply with our obligation under applicable law.

7. TRANSFER OF DATA

7.1. We are based in and operate from South Africa. Your information, including personal information, may be transferred to and maintained on servers located outside of your country

of residence, where the data privacy laws, regulations and standards, may not be equivalent to the laws in your country of residence.

- 7.2. We might transfer your personal information to places outside of South Africa and store it there, where our suppliers might process it. If that happens, your personal information will only be transferred to and stored in country that has equivalent, or better, data protection legislation than South Africa or with a service provider which is subject to an agreement requiring it to comply with data protection requirements equivalent or better than those applicable in South Africa.
- 7.3. Your use of our Platforms, followed by your submission of information to us, represents your consent to such transfer.
- 7.4. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

8. LINKS TO OTHER WEBSITES

Our Platforms may contain links to and from websites, mobile applications or services of third parties, advertisers or affiliates. Please note that we are not responsible for the privacy practices of such other parties and advise you to read the privacy statements of each website or application you visit which collects personal information.

9. CHANGES TO THIS PRIVACY POLICY

We may update this privacy policy from time to time. Any changes that we may make to our privacy policy will be posted on our Platforms and will be effective from the date of posting.

10. ACCESS TO YOUR PERSONAL INFORMATION

10.1. You may at any time request:

- 10.1.1. confirmation that we hold your personal information;
- 10.1.2. access to your personal information;
- 10.1.3. the identities or categories of third parties to whom we have disclosed your personal information; or
- 10.1.4. that we correct or delete any personal information that is incomplete, misleading, inaccurate, excessive or out of date.

10.2. Requests may be made in writing to info@solidarityfund.co.za.