

## ALMSHAVEN NPC – POPIA Compliance Policy

**Last updated: April 2026**

**ALMSHAVEN NPC** (Registration Number: K2021/872489/08 | NPO Number: 333-533-NPO | PBO Exemption: 930088435) (“AlmsHaven”, “we”, “us”, “our”) is committed to protecting your personal information and complying with the **Protection of Personal Information Act, 2013 (POPIA)** and all other applicable data protection laws in South Africa.

### 1. Purpose of this Policy

This Policy explains how AlmsHaven collects, processes, stores, and protects personal information, and outlines your rights as a data subject.

### 2. Information Officer

**Name:** Nosipho Maseko

**Position:** Information Officer

**Email:** [support@almshaven.org](mailto:support@almshaven.org)

**Telephone:** +27 73 992 7872

### 3. Personal Information We Collect

We may collect the following personal information depending on how you interact with us:

- **Donors / Supporters:** Full name, email address, phone number, physical address, banking details (for donations), donation history.
- **Beneficiaries / Program Participants:** Name, ID number, contact details, household information, photos (with consent), and other details relevant to our six programs (Feed The Nation, Grow Your Own Food, Find Employment, Repair My Home, Launch My Business, Let A Child Be A Child).
- **Website visitors:** IP address, browser type, pages visited (via cookies or analytics – if used).
- **Volunteers / Partners:** Name, contact details, CV or qualifications (where applicable).

### 4. Purpose of Processing Personal Information

We process personal information only for the following lawful purposes:

- Processing donations and issuing Section 18A tax certificates.
- Administering our humanitarian and community development programs.
- Communicating with donors, beneficiaries, volunteers, and partners.
- Complying with legal and regulatory obligations (including SARS, CIPC, and the Department of Social Development).
- Improving our services and website (if analytics are used).

### 5. Consent

Where required by POPIA, we will obtain your **voluntary, specific, and informed consent** before collecting or processing your personal information. You may withdraw consent at any time by contacting our Information Officer.

## 6. Sharing of Personal Information

We may share your personal information with:

- Our directors, staff, and contracted service providers (who are bound by confidentiality and POPIA obligations).
- Regulatory authorities when legally required.
- Third-party payment processors for donations – only the minimum information necessary.

We do **not** sell personal information to third parties.

## 7. Security of Personal Information

We implement reasonable technical and organisational measures to protect your personal information against loss, unauthorised access, disclosure, or destruction. These include password protection, access controls, and secure servers.

## 8. Retention of Personal Information

We retain personal information only for as long as it is necessary to fulfil the purpose for which it was collected, or as required by law. Once no longer needed, it will be securely deleted or anonymised.

## 9. Your Rights as a Data Subject

You have the right to:

- Access your personal information.
- Request correction or deletion of inaccurate, irrelevant, or excessive information.
- Object to the processing of your personal information.
- Lodge a complaint with the **Information Regulator** (South Africa).

To exercise any of these rights, please contact our Information Officer.

## 10. Cookies and Website Tracking

Our website may use essential cookies. We do not currently use non-essential tracking cookies, but if we do in future, we will obtain consent and update this policy.

## 11. Changes to this Policy

We may update this POPIA Policy from time to time. The latest version will always be available on our website at [www.almshaven.org](http://www.almshaven.org).

## 12. Contact Us

If you have any questions about this policy or how we handle your personal information, please contact:

**Information Officer**

**Nosipho Maseko**

AlmsHaven NPC

**Email:** [support@almshaven.org](mailto:support@almshaven.org)

**Phone:** +27 73 992 7872