

## **ALMSHAVEN NPC – Privacy Policy**

**Last updated: April 2026**

**ALMSHAVEN NPC** (“AlmsHaven”, “we”, “us”, or “our”) operates the website [www.almshaven.org](http://www.almshaven.org). This Privacy Policy explains how we collect, use, and protect information when you visit our website, make a donation, or interact with our content.

We are committed to transparency and respect your privacy in line with the **Protection of Personal Information Act, 2013 (POPIA)**.

### **1. Information We Collect**

When you visit [www.almshaven.org](http://www.almshaven.org), we may collect:

- **Personal Information** you voluntarily provide, such as your name, email address, phone number, or physical address when you:
  - Make a donation
  - Contact us via email or form
  - Sign up for updates or newsletters (if available)
- **Non-personal / Technical Information** automatically collected, including:
  - Your IP address
  - Browser type and version
  - Pages visited and time spent on the site
  - Referral source

We currently do not use cookies for tracking or advertising. Only essential cookies (if any) are used to ensure the website functions properly.

### **2. How We Use Your Information**

We use the information we collect to:

- Process and acknowledge your donations
- Send you receipts or Section 18A tax certificates (where applicable)
- Respond to your enquiries or messages
- Provide information about our six programs (Feed The Nation, Grow Your Own Food, Find Employment, Repair My Home, Launch My Business, and Let A Child Be A Child)
- Improve the usability and content of our website
- Comply with legal obligations

### **3. Sharing Your Information**

We do not sell, rent, or trade your personal information to third parties. We may share your information only when necessary with:

- Trusted service providers who help us process donations or host the website (under strict confidentiality agreements)
- Regulatory authorities if legally required

#### **4. Security**

We take reasonable steps to protect your information from unauthorised access, loss, or misuse. However, no internet transmission is 100% secure.

#### **5. Your Rights**

You have the right to:

- Access the personal information we hold about you
- Request corrections if it is inaccurate
- Ask us to delete your information (subject to legal requirements)
- Withdraw consent where we rely on it

To exercise these rights, please contact us using the details below.

#### **6. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. The latest version will always be posted on this page with the updated date.

#### **7. Contact Us**

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

**Information Officer**

**Nosipho Maseko**

AlmsHaven NPC

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

**Phone:** +27 73 992 7872