

## **Privacy Policy**

Updated: March 1, 2022

Lalela is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect your personal information.

### **Lalela's Commitment to Security**

Lalela uses Donorbox and PayFast to collect online donations. Donorbox and PayFast take precautions to protect our users' information, which is stored by the respective platforms on a secured server behind a firewall. This information includes donors' names, phone numbers, and postal addresses, which are not accessed by Donorbox or PayFast, or passed on to other organizations. This information exists solely for Lalela's retrieval. The only exception is in the case that a donor has set up a recurring donation. In this circumstance, the donor's name and email is used to process the recurring donation. Donorbox have no record of donors' credit card numbers as these are encrypted on Stripe.com then tokenized with Donorbox. If the donor creates a recurring donation, the credit card is safely vaulted/encrypted on Stripe.com. the PayFast website is hosted on a secure server and uses security measures to prevent unauthorized access, disclosure and destruction of data from internal or external threats.

Personal information is used only by Lalela's staff and consultants designated to handle donor relations and complaints or requests. All Lalela agents and contractors with access to personal information are also bound to adhere to this policy as part of their contract with Lalela.

### **Personal Information that Lalela May Collect**

Lalela collects the following types of personal information from donors and inquirers: names, postal and e-mail addresses, phone and facsimile numbers, billing information, and inquiry information.

Lalela does not collect or maintain information from those actually known to be under the age of 13, and no part of our site is structured to attract anyone under the age of 13.

### **How Lalela May Use Personal Information**

Lalela will use your personal information for the purpose for which it was submitted such as to reply to inquiries, handle your complaints and process billing and requests related to program participation, and we will use such information to in program recordkeeping.

### **Protection of Personal Information Act (POPIA)**

Lalela Project is in full compliance of all the aspects of the Protection of Personal Information Act (POPIA) as it relates to:

1. The security of personal information of staff, contractors and donors
2. The security of email addresses of newsletter subscribers.

Lalela Project's data base is used to disseminate material such as newsletters to all partners, donors and friends of Lalela's educational arts programs. They can opt out/ update

their preferences on the newsletter itself. From July 1, 2021, all new data subjects will be asked for their permission to receive such marketing material.

### **How Your Information May Be Shared**

Complaints, requests or inquiries are processed directly by Lalela. Such communications may be forwarded by email, and the donor or inquirer should recognize that this method of transmission might not be secure. By sending us a request or inquiry, you are allowing us to forward your information to individuals in compliance with this privacy policy. Just as in any research we may do, Lalela research consultants will not report or publish any personal information. Lalela never sells or rents personal information.

We will also release personal information under the following circumstances:

- Where release is required by law (for example, a subpoena) or regulation, or is requested by an agency for governmental investigative purposes or governmental proceedings;
- Where our records indicate an entity may be engaged in fraudulent activity or other deceptive practices that a governmental agency should be made aware of; or
- To appropriate persons, where your communication suggests possible harm to others.

### **Help Us Keep Your Personal Information Accurate**

If your personal information changes or you would like to review the personal information we may have on file, please email us with the new information or your review request at [info@lalela.org](mailto:info@lalela.org).

### **Computer Tracking and Cookies**

Our website is set up through WordPress, which uses cookies, beacons, tags, and scripts to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base as a whole. Squarespace may receive reports based on the use of these technologies on an individual and aggregated basis. This information may include IP addresses, country, referrer, browser, and operating system, but no other information.

A cookie is a small amount of data that is sent to your browser from a web server and stored on your computer's hard drive. You can still use Lalela's site if your browser is set to reject cookies.

### **Problems**

If you have a complaint about Lalela's compliance with this privacy policy, you may contact us at [info@lalela.org](mailto:info@lalela.org).

**Lalela Information Officer:** Leigh Robertson (Executive Director, South Africa)  
[leigh@lalela.org](mailto:leigh@lalela.org)

**POPIA Regulator:** [enquiries@infoeregulator.org.za](mailto:enquiries@infoeregulator.org.za)