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## HEARTSHINE NPC – PRIVACY POLICY

Effective date: June 2026

Heartshine is a South African non-profit organisation working to strengthen children's emotional resilience and mental wellbeing by advocating for body-based approaches to emotional health and empowering young adults as community-based change agents.

We respect your privacy and are committed to handling personal information responsibly, in line with the Protection of Personal Information Act (POPIA), Act 4 of 2013.

This Privacy Policy explains what personal information we collect through our website and other interactions, why we collect it, how we use and protect it, and what your rights are.

### 1. WHO WE ARE

Heartshine NPC is the Responsible Party for personal information collected through this website.

**Information Officer:** Yolandi Kosmatos

**Email:** [yolandi@theheartshine.org](mailto:yolandi@theheartshine.org)

### 2. WHAT PERSONAL INFORMATION WE COLLECT

We only collect personal information that is necessary for the purposes described in this policy. This may include:

- Your name and contact details (such as email address or phone number) when you contact us or submit an enquiry through our website
- Information you voluntarily share when applying to participate in a programme, volunteer with us, or partner with us
- Basic website usage data (such as pages visited and time spent on the site) through cookies or analytics tools, to help us understand how our site is used and improve it

We do not collect payment information, create user accounts, or process financial transactions through this website.

### 3. CHILDREN'S PERSONAL INFORMATION

Our website is not directed at children. We do not knowingly collect personal information from anyone under the age of 18 through this website without the prior consent of a parent or legal guardian, as required by Section 35 of POPIA.

Personal information about children involved in our programmes is collected and managed separately, offline, with appropriate parental or guardian consent in place.

### 4. WHY WE COLLECT YOUR INFORMATION

We collect personal information for the following purposes:

- To respond to your enquiry or request
- To communicate with you about our programmes, events, or opportunities
- To process applications from potential volunteers, partners, or programme participants
- To understand how our website is being used and improve it
- To meet our legal and organisational obligations

We process personal information on one or more of the following legal bases under POPIA: your consent, the performance of a contractual obligation, compliance with a legal requirement, or our legitimate organisational interest in delivering our programmes and communicating with our community.

## **5. HOW WE SHARE YOUR INFORMATION**

We do not sell, rent, or trade your personal information.

We may share your information with:

- Staff and authorised volunteers who need it to carry out their work for Heartshine
- Service providers who help us operate (such as our email platform or website host) – these providers are only given the information they need and are required to handle it securely
- Funders or stakeholders where reporting is required, and only where sharing personal data is lawful and necessary

Some of the tools and platforms we use may be hosted on servers outside South Africa. Where this is the case, we take reasonable steps to ensure those providers offer an adequate level of protection for personal information consistent with POPIA.

## **6. COOKIES AND WEBSITE ANALYTICS**

Our website may use cookies – small text files stored on your device – and basic analytics tools to help us understand how visitors use the site. This information is used in aggregate and is not used to identify you personally.

You can choose to disable cookies through your browser settings. Doing so may affect how some parts of the website function. Please refer to our Cookie Policy for more detail.

## **7. HOW WE PROTECT YOUR INFORMATION**

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, or disclosure. These include:

- Password-protected systems and accounts
- Restricted access to sensitive information
- Secure storage of digital records
- Careful handling of physical documents where applicable

In the unlikely event of a data breach that poses a risk to you, we will notify you and the Information Regulator as required by POPIA.

## 8. HOW LONG WE KEEP YOUR INFORMATION

We only keep personal information for as long as it is needed for the purpose it was collected, or as required by law. Once it is no longer needed, it is securely deleted or anonymised.

## 9. YOUR RIGHTS UNDER POPIA

You have the right to:

- Know whether we hold personal information about you
- Access the personal information we hold about you
- Request correction of inaccurate or outdated information
- Request deletion of your personal information, where appropriate
- Object to certain processing of your personal information
- Lodge a complaint with the Information Regulator if you believe your rights have been violated

To exercise any of these rights, please contact our Information Officer using the details below.

## 10. THE INFORMATION REGULATOR

The Information Regulator is the independent body responsible for overseeing POPIA compliance in South Africa. If you are unhappy with how we have handled your personal information, you may lodge a complaint with them.

**Website:** [www.inforegulator.org.za](http://www.inforegulator.org.za)

**Email:** [inforeg@justice.gov.za](mailto:inforeg@justice.gov.za)

**Phone:** 010 023 5207

## 11. CONTACT US

For any questions or requests relating to this Privacy Policy or how we handle your personal information, please contact:

**Information Officer:** Yolandi Kosmatos

**Email:** [yolandi@theheartshine.org](mailto:yolandi@theheartshine.org)

## 12. UPDATES TO THIS POLICY

We may update this Privacy Policy from time to time. Any changes will be published on this page with a revised effective date. We encourage you to check back periodically.