



**SHONAQUIP
SOCIAL ENTERPRISE**
Enabling inclusion

SHONAQUIP SOCIAL ENTERPRISE PRIVACY POLICY

1. DEFINITIONS

- 1.1 **Cookies** means a small text file (up to 4KB) created by a website that is stored in the user's computer either temporarily for that session only or permanently on the hard disk (persistent cookie). Cookies provide a way for the website to recognize you and keep track of your preferences.
- 1.2 **Data** means information in electronic form;
- 1.3 **Data subject** shall be as defined in the Protection of Personal Information Act;
- 1.4 **HTTPS means** Hypertext Transfer Protocol Secure which is an extension of the Hypertext Transfer Protocol. It is used for secure communication over a computer network, and is widely used on the Internet.
- 1.5 **IP address** means a unique address that identifies a device on the Internet or a local network;
- 1.6 **Personal information** means information as defined in the Protection of Personal Information Act;
- 1.7 **Protection of Personal Information Act** means the Protection of Personal Information Act 4 of 2013. POPI shall have a corresponding meaning;
- 1.8 **Regulator** means the Information Regulator;
- 1.9 **Shonaquip** means Shonaquip Proprietary Limited, registration number 2010/020028/07, a limited liability private company duly incorporated in the Republic of South Africa;
- 1.10 **Traffic data** means any data processed for the purpose of the conveyance of a communication on an electronic communications network in respect of that communication and includes data relating to the routing, duration or time of a communication;
- 1.11 **The Shonaquip Social Enterprise** means the hybrid social enterprise consisting of Shonaquip (Pty) Ltd and Uhambo Foundation wherein the companies work together to achieve a social purpose. SSE shall have a corresponding meaning;

Uhambo Foundation
Reg No: 2010/004598/08 PBO no: 930033521
NPO: 085 124 BBBEE: Level 1
Board of Directors: Shona McDonald, Jolene Wium
(Chairperson), Victor McKinney, Sharon Follentine,
Tivani Mashamba-Thompson

Champions of Change Trust
Trust Authorisation No: IT001224/2016(C)
Board of Trustees: Shona McDonald, Ntombekhaya
Tshabalala, Marlene le Roux

Shonaquip (Pty) Ltd
Reg. no: 2010/020028/07 Practice no: 090 002 0057037
BBBEE: Level 2 Value Adding Supplier
Board of Directors: Shona McDonald, Palesa Ramashala
(Chairperson) & Rasheed Hargey

**Cape Town Head Office: 45 Lester Road, Wynberg 7800 Tel: +27 (0)21 797 8239 or +27 (0)76 838 2107
info@shonaquip.co.za www.shonaquip.co.za**

1.12 **Uhambo Foundation** means Uhambo Foundation NPC, a non-profit company duly incorporated in the Republic of South Africa under registration number 2010/004598/08;

1.13 **User** means a person who uses a computer or other device to access this website; and

1.14 **Web browser** means an application used to access and view this website. Well know web browsers include Internet Explorer, Google Chrome and Safari.

2. PERSONAL INFORMATION

2.1 The SSE does not collect personal information on this site unless you provide the SSE with your personal information. If you provide personal information through this site, it will be stored within a database which is found on Website Database as well as the Email database if you are signing up to receive emails.

2.2 There are places on the site where you can provide personal information, such as:

2.2.1 Emailing an enquiry to the SSE;

2.2.2 Registering for an event hosted by the SSE;

2.2.3 Subscribing to the SSE's email newsletter;

2.2.4 Submitting an enquiry via the website during which your personal information may be requested by the SSE.

2.3 If you lodge a complaint, make a comment, or give feedback through the website, the SSE will process your email address and other contact details, if provided.

3. USE AND DISCLOSURE

By providing the SSE with your information through this website you are consenting to the SSE to collect your personal information in accordance with the law and in the manner described below:

3.1 To use personal information that you provide through this website for the purposes for which you provided it.

3.2 To establish and verify your identity;

3.3 To maintain and update SSE client, or potential client databases;

3.4 To send you direct marketing material from which you will be able to opt out or unsubscribe;

- 3.5 To send you messages about the website, your account, the goods and services we offer;
- 3.6 To communicate with you in general;
- 3.7 To customize the website to users' preferences;
- 3.8 To inform you of facts relating to your website access and use;
- 3.9 To improve the content of the website or any of our services; installation, guarantee, extended warranties, client care and products;
- 3.10 To inform you about the SSE's goods and services, including information particularly aimed at a specific user;
- 3.11 To do marketing and product research for the SSE;
- 3.12 The SSE will not make your personal information available to any third party unless this is necessary for the purpose for which you provided the information (for instance to order an appropriate device).
- 3.13 The SSE may use your personal information for the purposes of administering and improving the site, improving our services or communicating with you. The personal information you provide to us may be shared with operators to the extent necessary for them to administer and improve the website on our behalf.
- 3.14 The SSE will only disclose your personal information to third parties in limited circumstances where authorised by POPI (for instance to enable the South Africa Police Service to investigate a criminal offence).

4. WEBSITE ANALYTICS

- 4.1 You may visit the website without providing any personal information. The website servers will in such instances collect the IP address used by the data subject to access the website, but not the e-mail address or any other personal identifiable information. The information on IP addresses is aggregated to measure the number of visits, the average time spent at the website, pages viewed, etc. The SSE analyses non-identifiable traffic data to improve our services, via a third (3rd) party programme.
- 4.2 The SSE may collect, hold, and use statistical information about website visits to help us improve the website. Such information includes:

4.2.1 Your IP address;

4.2.2 The search terms you used;

4.2.3 The pages accessed on the SSE website and the links visitors clicked on;

4.2.4 The date and time you visited the website;

4.2.5 The referring website (if any) through which you clicked through to the SSE's website; and

4.2.6 The type of web browser you use (eg Internet Explorer, Mozilla or Firefox).

4.3 The traffic data is aggregated and is not personally identifiable. Our website analysis will also respect any "do not track" setting you might have set on your web browser.

5. USE OF COOKIES

The SSE uses cookies on its website where they are required for particular features to work. The SSE also makes use of tracking cookies to track and analyse website usage. The cookies do not collect any personal information about data subjects.

6. LINKS TO SOCIAL NETWORKING SERVICES

6.1 The SSE uses social networking services such as Twitter and Facebook and network sharing services such as LinkedIn to communicate with the public about its work. When you communicate with the SSE through these services, that social networking service may collect your personal information for its own purposes.

6.2 These services may track your use of the SSE's website on those pages where their links are displayed. If you are logged in to those services (including any Google service) while using the SSE's website, their tracking will be associated with your profile with those service providers.

6.3 These services have their own privacy policies which are independent of the privacy policy and practices of the SSE.

6.4 The SSE will only use personal information that you provide through these social networking services for the purposes for which you provided it and will not make your personal information available to any third party unless this is necessary for the purpose for which you provided the information (for instance to order an appropriate device).

7. SECURITY

- 7.1 The SSE takes reasonable steps to put in place and maintain electronic procedures and systems with reference to accepted technological standards to secure all information under its control. For example, the website is protected and encrypted.
- 7.2 Our hosting company will host our website in a secure environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorise access to personal information only for those employees who require it to fulfil their job responsibilities.

8. RETENTION OF YOUR PERSONAL INFORMATION

- 8.1 The SSE will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:
- 8.1.1 retention of the record is required or authorised by law; or
 - 8.1.2 you have consented to the retention of the record. During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

9. TRANSFER OF PERSONAL INFORMATION OUTSIDE OF SOUTH AFRICA

The SSE may transmit or transfer personal information outside South Africa to a foreign country. Personal information may be stored on servers located outside South Africa in a foreign country whose laws protecting personal information may not be as stringent as the laws in South Africa. You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

10. YOUR RIGHT TO ACCESS AND CORRECT PERSONAL INFORMATION

The SSE will provide you with access to any personal information that it holds about you. You may also request the SSE to correct your personal information. Kindly contact the SSE's Information Officer or Deputy Information Officer to request access to your personal information or the correction of your personal information. You can ask to be removed from any of the SSE's subscription lists at any time.

11. PRIVACY POLICY CHANGES

As the SSE continues to improve the Website and its services, content and the features we provide, this Policy is subject to change. We will post significant changes to this Policy here and/or other formats for you to review. If we change our information practices or this Policy in such a way that your Personal Information may be used or shared in a manner not described in the Policy at the time you provided it, we will give you the opportunity to opt-out of having your Personal Information used or shared in that new manner.


12. CONTACT DETAILS

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Cape Town, 7800
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This website policy was adopted by the Shonaquip Social Enterprise on the 1st May 2021.

Signed at Cape Town this 23rd day of April 2021.



Shona Mary McDonald – Information Officer