



1. Introduction

Brave Heart Home (“Brave Heart”, “we”, “us”) is committed to protecting the personal information of all visitors, donors, volunteers, beneficiaries, and stakeholders who engage with us through our website or social platforms. This Website Privacy & POPIA Compliance Policy outlines our commitment to lawful processing, safeguarding of personal information, and compliance with the Protection of Personal Information Act 4 of 2013 (“POPIA”).

By accessing or using our website, you acknowledge that you have read, understood, and agree to be bound by this Policy.

2. Purpose of This Policy

The purpose of this Policy is to:

- Ensure that Brave Heart processes personal information in a lawful, fair, and transparent manner.
- Demonstrate Brave Heart’s compliance with POPIA and all applicable privacy legislation.
- Inform website users about what personal information we collect, how we use it, and how it is protected.
- Outline the rights of individuals and the responsibilities of Brave Heart as a Responsible Party.

3. Definitions

For this Policy:

- **“Personal Information”** means any information relating to an identifiable, living natural person (e.g., names, ID numbers, addresses, contact details, demographic details, biometric data, etc.).
- **“Data Subject”** refers to any person whose personal information is processed by Brave Heart.
- **“Processing”** means any operation or activity concerning personal information, including collection, storage, use, dissemination, or destruction.
- **“Responsible Party”** refers to Brave Heart Home, which determines the purpose and means of processing personal information.





4. What Personal Information We Collect

When you visit our website or contact us, we may collect:

- Basic contact information (name, surname, email address, phone number)
- Donation information (amount, payment reference, date of payment)
- Enquiries submitted via contact forms
- Volunteer or support requests
- Technical information (IP address, browser type, device information, cookies)

We do **not** collect unnecessary information and we do **not** collect information from vulnerable children through the website.

5. How We Use Personal Information

Brave Heart processes personal information for the following legitimate purposes:

- To respond to enquiries or support requests
- To process donations and issue confirmations
- To manage volunteer applications
- To maintain secure website functionality
- To compile anonymous analytics that help improve the website
- To comply with South African law and reporting requirements

We will **never** sell, rent, or trade your information.

6. Consent

By using the Brave Heart website, you consent to the collection and processing of your personal information as set out in this Policy.

You may withdraw your consent at any time by contacting us.





7. Disclosure to Third Parties

Personal information will only be shared:

- When required by law;
- When necessary to protect the legitimate interests of Brave Heart;
- With service providers such as payment gateways (e.g., SnapScan), strictly for processing transactions;
- With third parties who assist us with hosting, IT, or security, under strict confidentiality obligations.

We do **not** share personal information with advertisers or marketing platforms.

8. Security of Personal Information

Brave Heart implements appropriate, reasonable technical and organisational measures to secure personal information. These may include:

- Secure hosting and SSL encryption
- Strong password protection and restricted user access
- Data minimisation and secure storage
- Regular backups and security updates
- Staff training on confidentiality and POPIA responsibilities

9. Retention of Information

Personal information will only be retained for as long as necessary to fulfil its purpose, or as required by law. When no longer needed, information is securely deleted or destroyed.





10. Your Rights as a Data Subject

Under POPIA, you have the right to:

- Request access to the personal information we hold about you
- Request correction or deletion of your information
- Withdraw consent
- Object to the processing of your information
- Complain with the Information Regulator

Requests can be sent to:

Email: admin@bravehearthome.co.za

11. Cookies and Website Tracking

Our website may use cookies and analytical tools to enhance user experience.

Cookies do not collect personal information unless voluntarily provided, and users may disable cookies in their browser settings.

12. External Links

The Brave Heart website may contain links to third-party sites.

Brave Heart is not responsible for the privacy practices or content of these external websites.

13. Changes to This Policy

Brave Heart reserves the right to update or amend this Policy at any time.

Changes will be published on the website, and continued use of the site will constitute acceptance of the updated terms.

14. Contact Information

For any questions regarding this Policy or POPIA compliance, you may contact us at:

Brave Heart Home

Email: admin@bravehearthome.co.za

Address: 9 Malherbe St. De Doorns, South Africa.

