



for good Social Network (Pty) Limited  
Registration Number: 2011/007392/07

---

## PRIVACY POLICY

FOR THE PURPOSES OF THIS POLICY, PERSONAL INFORMATION IS DEFINED IN ACCORDANCE WITH THE DEFINITION IN THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (“Act”).

This is our Privacy Policy and it informs you of how we collect and manage your Personal Information. We comply with all of the Act’s requirements in respect of the collection, management and disclosure of your Personal Information. Use of the website indicates that you (“the User”) have understood and agree to be bound by the terms and conditions of this Privacy Policy. for good may amend this Agreement at any time. All amended terms shall be effective automatically and immediately upon the posting of the revised Agreement and any subsequent activity in relation to the website shall be governed by such amended terms and conditions of usage. If you do not agree to the terms of this Privacy Policy, please do not use the website.

This Agreement was last revised on 25 February 2022. You are advised to regularly check the Website [www.forgood.co.za](http://www.forgood.co.za) for any amendments or updates.

Enquiries: [contact@forgood.co.za](mailto:contact@forgood.co.za)

### 1. Understanding Personal Information

- 1.1 The term “Personal Information” has the meaning given to it in the Act. Generally, it is any information that can be used to personally identify you. This may include your name, surname, address, telephone number, email address and/or occupation. Should the information we collect personally identify you, or you are reasonably identifiable from it, the information will be considered Personal Information. Your Personal Information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.
- 1.2 By submitting information through our Services, you expressly Consent to the collection, processing, sharing and storage of your Personal Information as defined in this Policy. Such information is retained for the purpose of adding such information to the for good website so you may participate in activities of interest to you.

### 2. Electronic Signatures

- 2.1 You agree to be bound by any affirmation, assent, communication or agreement that You transmit through the Website, including but not limited to any Consents You provide to Us:
- a) In order to use the Website or any part thereof;

- b) In respect of any Additional Website Terms; and/or
- c) In order to receive communications from Us solely through electronic transmission.

2.2 You agree that, when in the future You click on “I agree,” “I Consent,” “Submit,” “Register,” “Login” or other similarly worded “button” or entry field with Your mouse, keystroke or other computer device, Your agreement or Consent will be legally binding and enforceable and the legal equivalent of Your handwritten signature.

### 3. Definitions

---

The following definitions apply to this document:

- a) **“Causes”** – shall mean the charities, companies, associations, non-profit organisations and schools who have registered on the Platform in order to fulfil a need by receiving a donation from a User/s or allowing a User/s to provide time or a specific skill to fulfil such need.
- b) **“Consent” shall mean** any voluntary, specific and informed expression of will in terms of which permission is given for the Processing of personal information.
- c) **“Data Subject”** shall mean the person to whom personal information relates.
- d) **“Electronic Signatures”** shall mean data attached to, incorporated in, or logically associated with other data and which is intended by the User to serve as a signature, as defined in the Electronic Communications and Transactions Act 25 of 2002.
- e) **“Fees”** means the fees payable by you in respect of your access to the Service (including subscription fees, administrative fees as well as any VAT and other taxes, duties, levies or charges thereon that may be levied by any government authority directly or indirectly in relation to the Service).
- f) **“Need”** shall mean a request for assistance either in the form of a donation or assistance with a particular task by a User/s and/or by Causes in order to meet an immediate or going concern.
- g) **“Offer”** shall mean an advertisement offering goods, Services or other relevant items from a User to a Cause/s. Both Users and Causes can create Offers on the Platform.
- h) **“Services”** means access to the forgood Platform, online store, and donation function as applicable in the context of this Policy and the premium subscription Service in the Terms of Service.
- i) **“Special Personal Information”** shall mean Personal Information concerning: the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject; or the criminal behaviour of a Data Subject to the extent that such information relates to: the alleged commission by a data subject of any offence; or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings.
- j) **“Platform”** shall mean the digital platform that provides an exchange of information in regard to social good, and connects, informs and inspires South Africans to change South Africa for good. The use of the Platform is for the benefit of the Users and the ultimate good of South Africa and is provided at no commercial cost to the Users or the Causes.

- k) **"Third Party Payment Platforms"** means external websites of payment Services that facilitate online payment transactions.
- l) **"User/s"** shall mean individuals, associations, non for profit organisations and businesses who wish to donate, volunteer or become involved in the social sector and who use the Platform to register Causes or Offers for others to respond to.

## 4. Collection of Personal Information

---

- 4.1 This Privacy Policy meets the requirement of notification of collection as per the Protection of Personal Information Act 2013.
- 4.2 We collect Personal Information/Special Personal Information from the following entities:
  - a) natural persons over 18;
  - b) natural persons under the age of 18 (learners) we collect Special Personal Information with the Consent of the parent or legal guardian (a Competent Person),
  - c) juristic persons such as charities, non-profit organisations and companies duly represented by a representative;
  - d) Users who have signed up for the Services;
  - e) website visitors; and
  - f) people who send enquiries or requests to our contact email address.
- 4.3 forgood uses online forms to collect Personal Information and you hereby Consent to the collection, processing, sharing and storage of Personal Information for the purpose of adding such information to the forgood website so that you can participate in the activities of interest.
- 4.4 As a parent or guardian, (a Competent Person), in the case of a minor, you Consent to the collection, processing, sharing and storage of Special Personal Information for the purpose of adding such information to the forgood website so the minor can participate in the activities of interest.
- 4.5 We collect the following types of Personal Information/Special Personal Information:
  - a) Name and surname;
  - b) Age;
  - c) Street address;
  - d) Email address;
  - e) Telephone number;
  - f) Personal opinions;
  - g) Location information;
  - h) Pictures and photographs;
  - i) Private correspondence between forgood and you;
  - j) Details of the Services you have provided or requested and any additional information necessary to deliver the Service;
  - k) Details of the categories and subcategories;
  - l) Evaluation of experiences (volunteering opportunities, donations and/or offers)

- m) Details of responses to your enquiries and any online communications between us and you;
- n) Any additional information relating to you that you provide to us directly through our website or indirectly through use of our website or online presence;
- o) Any unsolicited information provided to us that we could have otherwise lawfully collected; and
- p) Information provided to us through any surveys from time to time.

4.6 forgood retains records for a period that is longer than is required by law and you hereby Consent to such retention of Personal Information/Special Personal Information.

4.7 We may also collect Personal Information/Special Personal Information through your access and use of our website and through your participation in various activities advertised on the website.

4.8 There may be instances where we may also collect some information that is not Personal Information/Special Personal Information because it does not identify you or anyone else (we may collect anonymous answers to surveys or aggregated information about how Users use our website).

4.9 If you use our website, we may use cookies or other tracking technologies to collect information such as the pages you visit or the information you request. This information collected is kept confidential. The use of tracking technologies enables us to keep track of products and Services you view so that we may provide you with further information.

4.10 We are also able to use the information collected to improve our internal business processes. We research our Users' habits, measure traffic patterns in the aggregate, analyse trends, administer the website, track Users movements and gather broad demographic information.

4.11 In instances where we are unable to collect your Personal Information/Special Personal Information, it may result in us not being able to provide the requested information relating to Causes or Needs or volunteering opportunities. We may not be able to provide you with the information that is of particular interest to you and your experience of the website may not be as useful as you wish it to be.

## 5. Consent for Processing Personal Information

---

5.1 By Using the Website, you represent that you are of the age of 18 or where you are under 18, a Competent Person has given Consent to allow your minor child to utilise this website. Where you are duly authorised by a company, you hereby confirm that you have the relevant authority to use the website and become a User. This Consent is effective on access of the website.

5.2 You, or a Competent Person in the case of a minor, Consent/s to the processing of Personal Information/Special Personal Information. As a Competent Person you agree that giving such Consent means that you have given forgood permission to collect and process the child's Special Personal Information in the ways described in this Policy.

5.3 You understand that your Consent to the processing of your Personal Information/Special Personal Information by forgood pertains to the provision of information and the Services; as well as associated purposes. Processing shall include the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, use; dissemination by means of transmission,

distribution or making available in any other form; or merging, linking, as well as blocking, degradation, erasure or destruction of Personal Information.

5.5 5.4 Personal Information/Special Personal Information may be processed by forgood in the country where it was collected as well as other countries where laws regarding processing of Personal Information differ. Refer to Paragraph 7 for more information on trans-border flows of Personal Information/Special Personal Information. The Consent to receive direct marketing from forgood is obtained during the registration process and you Consent to the receipt of direct marketing communications regarding all business activities and news. You may opt out of such communications at any time.

5.6 You expressly Consent to forgood retaining your Personal Information/Special Personal Information once your relationship with forgood has been terminated and using the information for aggregate, statistical and reporting purposes.

## 6 Use of Your Personal Information

6.1 We collect, hold, use and disclose your Personal Information/Special Personal Information for the following purposes:

- a) to provide information about the Causes, Needs, Offers and advertisements so you can provide assistance in the form of volunteering or providing donations;
- b) to send communications regarding updates on news, activities and topics of interest requested by you;
- c) when a User responds to a Need, the User's Personal Information is shared with the Cause and the Cause's contact person so that the parties may communicate regarding the fulfilment of the Need;
- d) when a User creates an Offer your Personal Information is sent to multiple Causes to conduct business processing functions so that Causes and volunteers are able to ensure that they are communicating regarding a valid Service offering;
- e) to answer enquiries and provide information or advice about existing and new Causes, Needs and volunteering opportunities;
- f) to assess the performance of the website and to improve the operation of the website;
- g) to engage in electronic communications and transactions with you;
- h) to provide feedback on any related enquiries and future opportunities;
- i) to update our records and keep your contact details up to date;
- j) to process and respond to any complaint made by you;
- k) to provide you with updates regarding business developments and activities;
- l) to provide you with marketing material or marketing Services in a manner that complies with the Consumer Protection Act 68 of 2008 and the Protection of Personal Information Act 4 of 2013; and

m) to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political subdivision of a country).

- 6.2 forgood will employ all reasonable measures in order to ensure that your Personal Information/Special Personal Information is protected.
- 6.3 Your Personal Information/Special Personal Information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

## 7. Updating of Personal Information

---

- 7.1 You may request access to any Personal Information/Special Personal Information we hold about you at any time by contacting us on [contact@forgood.co.za](mailto:contact@forgood.co.za).
- 7.2 If you believe that Personal Information/Special Personal Information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment or that we cannot amend the information as required, we will retain a note about the request.
- 7.3 Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). We may charge you a fee for our administrative and other reasonable costs in providing the information to you. We will not charge for making the request and will not charge for making any corrections or updates to your Personal Information/Special Personal Information. The applicable fee structure is available in our PAIA Manual, which can be accessed on our website.
- 7.4 There may be instances where we cannot grant you access to the Personal Information/Special Personal Information we hold. We may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. Should this be the case, we will give you written reasons for any refusal.

## 8. Disclosure of Personal Information

---

- 8.1 Business records relating to the provision of information or Services to you can be retained by forgood in terms of legislative records retention provisions and includes your Personal Information/Special Personal Information. Records can be retained for operational purposes or for evidential purposes. Where forgood shares your Personal Information/Special Personal Information with Causes and other Users', forgood does not permit such parties to use the information for any other purpose than to perform the Services.
- 8.2 We may disclose your Personal Information/Special Personal Information to:
  - a) our employees so that we are able to operate our business;
  - b) Causes and other Users' for the purposes of operation of our website or our business,
  - c) fulfil requests by you, and to otherwise provide information and Services to you;

- d) suppliers and other third parties with whom we have commercial relationships, for business and related purposes; and
  - e) any organisation for any authorised purpose with your express Consent.
- 8.3 We may further disclose your Personal Information/Special Personal Information in the following instances:
  - a) To comply with the law or legal process;
  - b) To protect forgood's rights, facilities and other property;
  - c) To protect forgood against any misuse or unauthorised use of the website and/or its Services; and
  - d) To protect Users' or third parties affected negatively by your action in using the website and/or the Services.
- 8.4 We will disclose information relating to Causes, specifically to corporate clients where such clients have selected certain Causes to be part of their corporate social good activities.
- 8.5 We will disclose Personal Information/Special Personal Information to our internet service providers who use software programmes and hardware devices to monitor network traffic in order to identify unauthorised attempts to access, upload, damage or alter information that it has stored.
- 8.6 All Personal Information is encrypted at rest and in transit. Our internet Service providers guarantees that your Personal Information will remain within the borders of SA except for:
  - a) Information sent to Mailchimp for transactional emails; and
  - b) where a User allows the associated cookies then anonymised performance and analysis data is sent to Google and Microsoft.
- 8.7 Personal Information is stored on servers outside of South Africa. Your Personal Information/Special Personal Information is transferred across the border of the Republic. You hereby provide us with your Consent to store your Personal Information outside of South Africa.
- 8.8 We have implemented security safeguards to protect your Personal Information/Special Personal Information through agreements concluded with third party Service providers. We will not be held liable for any illegal activity or other activity that may result in a claim for damages due to lack of protection of your Personal Information/Special Personal Information whilst under the care of the third party.

## 9. Security of Personal Information

---

- 9.1 We take reasonable steps to ensure your Personal Information/Special Personal Information is protected from misuse, loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. We use third parties who may have access to your Personal Information and who have undertaken to protect your Personal Information.
- 9.2 Should an unauthorised person/s access your Personal Information/Special Personal Information, forgood shall contact you to notify you within a reasonable time.
- 9.3 As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any Personal Information/Special Personal Information or other information which you transmit to us online is transmitted at your own risk.

## 9 Our Information Officer

---

10.1 The Protection of Personal Information Act, 2013 (“POPIA”) places a duty on us to appoint an Information Officer. We have appointed Rudi von Staden as Our Information Officer. The contact details are:

- a) Telephone number: +27 11 325 2594;
- b) Email address: io@forgood.co.za.

10.2 The duties under the Applicable Data Protection Laws are:

- a) Liaising with you when you have a question about your Personal Information;
- b) Assisting you with any requests and enforcing your rights in respect of your Personal Information;
- c) Making sure that we are compliant with the applicable data protection laws and that we Process your Personal Information in accordance with these Terms and Our Privacy Policy.

10.3 You may choose when you wish to provide your Personal Information to us. You also have the right to withdraw your Consent. However, if you choose not to provide certain details, or if you withdraw your Consent, your experience with some, or all of the website and / or Platform features and / or Services, may be affected. To the extent provided for in law, you have certain rights in respect of your Personal Information. In particular:

- a) **Withdrawal of Consent:** You may withdraw your Consent at any time by sending a written request to [contact@forgood.co.za](mailto:contact@forgood.co.za). Upon receiving notice that you have revoked your Consent, we will stop using your Personal Information within a reasonable time, which will vary depending on what information we have collected and for what purpose, and we will send you a confirmation email stating same.
- b) **Access or obtain a Copy of your Personal Information:** You have the right to examine any of your Personal Information that we collect. Should you wish to examine the Personal Information we



hold about you, or obtain a copy thereof, please send us a written request to: - [contact@forgood.co.za](mailto:contact@forgood.co.za). As per the Promotion of Access to Information Act, We may charge a nominal fee should you request any physical records.

- c) Update, Modify, Rectify, Erase: the Personal Information that we hold on you; and
- d) Object: to the processing of your Personal Information or restrict or stop us from using any of the Personal Information which we hold on you, including by withdrawing any Consent you have previously given to the processing of such information.

10.4 You also have the right to request us to stop contacting You for marketing purposes: when you receive promotional communications from us, you may indicate a preference to stop receiving further promotional communications from us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the promotional e-mail you receive or by contacting us at [contact@forgood.co.za](mailto:contact@forgood.co.za).

10.5 These rights are not absolute, and we therefore reserve the right to refuse any requests in terms of the above-mentioned rights, for any reason permitted under POPIA.

10.6 In the event that you wish to enforce any of the above rights, you can request this by emailing us at [contact@forgood.co.za](mailto:contact@forgood.co.za). Furthermore, you also have the right to lodge a complaint with the South African Information Regulator.

## 11. Links

---

11.1 Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing you about their own privacy practices.

## 12 Contacting us

---

12.1 If you have any questions about this Privacy Policy, any concerns, any objections or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or contact our Information Officer using the details set out below.

12.2 We will treat your requests or complaints confidentially.

12.3 Please contact our Information Officer at: [io@forgood.co.za](mailto:io@forgood.co.za).