



1. Privacy Policy

Effective Date: 16/07/2025

NALA Afrika respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how NALA Afrika collects, uses, stores and protects personal information when you visit or interact with our website, www.nalaafrika.com, contact us, make a donation, participate in one of our initiatives or otherwise interact with NALA Afrika.

NALA Afrika processes personal information in accordance with applicable South African privacy legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA), where applicable.

1.1 About NALA Afrika

NALA Afrika is a South African non-profit organisation focused on supporting meaningful and sustainable community development initiatives. Our work includes initiatives relating to education, community development, sustainability, skills development and creating long term opportunities within communities.

1.2 Personal Information We May Collect

- Name and surname
- Email address
- Telephone or mobile number
- Organisation or company name
- Physical or postal address, where required
- Information provided when you contact us or enquire about our initiatives
- Donation and contribution information
- Information provided when volunteering, partnering with us or participating in an initiative
- Photographs, videos or other information relating to our projects and events, where appropriate consent has been obtained
- Website usage information, such as IP address, browser type, device information and pages visited



We will only collect personal information that is reasonably necessary for a specific and legitimate purpose.

1.3 How We Collect Personal Information

- Complete a contact or enquiry form on our website
- Contact us by email, telephone or other communication channels
- Donate or financial contribution
- Volunteer or express an interest in participating in an initiative
- Become a partner, supporter or supplier
- Subscribe to communications from us
- Participate in a NALA Afrika event or project
- Visit or interact with our website

Where reasonably possible, we will collect personal information directly from you.

1.4 Why We Use Your Personal Information

- Respond to enquiries and requests
- Communicate with donors, supporters, volunteers and partners
- Process and administer donations
- Manage our community initiatives and projects
- Organise events and activities
- Maintain appropriate administrative and financial records
- Provide information about NALA Afrika and our initiatives
- Improve our website and services
- Meet legal, regulatory and reporting obligations
- Protect the security and integrity of our website, systems and organisation

1.5 Donations and Payment Information

If you donate through our website, your payment may be processed by an independent third-party payment provider. Where a third-party payment provider processes your payment information, that provider may collect and process information in accordance with its own privacy policy and terms. NALA Afrika does not intend to unnecessarily collect or store complete payment card information where this information is processed directly by the relevant payment provider. We may retain information relating



to your donation, such as your name, contact details, donation amount and transaction reference, where necessary for administration, financial reporting, auditing, legal or regulatory purposes.

1.6 Sharing Your Personal Information

NALA Afrika will not sell, rent or trade your personal information. We may share personal information with trusted third parties where reasonably necessary to operate our organisation or provide a service to you.

- Payment service providers
- Website and technology service providers
- Professional advisers
- Auditors and financial service providers
- Service providers assisting us with our projects and initiatives
- Government or regulatory authorities where required by law

Where we use third party service providers to process personal information on our behalf, we will take reasonable steps to ensure that appropriate safeguards are in place.

1.7 International Transfers

Some of our service providers or technology platforms may store or process information outside South Africa. Where personal information is transferred outside South Africa, NALA Afrika will take reasonable steps to ensure that the transfer is handled in accordance with applicable requirements of POPIA.

1.8 Photographs, Videos and Stories

As part of our work, NALA Afrika may document community projects, events and activities through photographs, videos and written stories. Where an individual can reasonably be identified, we will take reasonable steps to obtain appropriate consent before using their image or personal information for public communications, including our website, social media, fundraising materials and reports. Where children are involved, we will take additional care to ensure that appropriate consent and safeguards are in place before publishing identifiable information or images.



1.9 Cookies and Website Information

Our website may use cookies or similar technologies to help the website function correctly, understand how visitors use the website and improve the user experience. Cookies may collect information such as IP address, browser type, device information, pages visited, time spent on the website and general website usage information. You may be able to control or disable cookies through your browser settings. Where third party analytics or other technologies are used, those providers may process information in accordance with their own privacy policies.

1.10 Direct Marketing

Where we wish to send you newsletters, updates, fundraising communications or other direct marketing, we will do so in accordance with applicable law. Where required, we will obtain your consent before sending electronic direct marketing communications. You may unsubscribe from marketing communications at any time.

1.11 How We Protect Personal Information

NALA Afrika takes reasonable technical and organisational measures to protect personal information against loss, damage, unauthorised access, unauthorised disclosure, unauthorised alteration and unlawful processing. However, no electronic transmission or storage system can be guaranteed to be completely secure.

1.12 How Long We Keep Personal Information

We will retain personal information only for as long as reasonably necessary for the purpose for which it was collected, unless a longer retention period is required or permitted by law. When personal information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it.

1.13 Your Privacy Rights

- Ask whether we hold personal information about you
- Request access to personal information that we hold about you



- Request that inaccurate or incomplete information be corrected
- Request deletion of personal information where there is a lawful basis to do so
- Object to certain processing of your personal information
- Object to the use of your personal information for direct marketing
- Withdraw consent where processing is based on consent
- Lodge a complaint regarding the processing of your personal information

1.14 Children's Personal Information

NALA Afrika may work with community projects involving children. We recognise that children's personal information requires additional protection. We will not knowingly collect or publish personal information relating to children except where there is an appropriate lawful basis and, where required, consent from a competent person such as a parent or legal guardian.

1.15 Data Breaches

If NALA Afrika becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate and contain the incident. Where required by POPIA, we will notify the Information Regulator and affected individuals of a security compromise.

1.16 Third Party Websites

Our website may contain links to websites operated by third parties. This Privacy Policy does not apply to those external websites. We encourage you to review the privacy policies of third-party websites before providing them with personal information.

1.17 Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our organisation, website, services or applicable legislation. The updated version will be published on our website together with the date on which it was last updated.



1.18 Contact Us

NALA Afrika

Email: engage@nalaafrika.com

Website: www.nalaafrika.com

Registered Address: 110 Centurion Drive, Centurion, 0157

NPC Registration Number: 2025 / 566045 / 08

Information Officer: Sarah Stengel

Information Officer Email: sarah@amazing-africa.co.za

1.19 Complaints

If you have raised a privacy concern with NALA Afrika and are not satisfied with the response, you may have the right to lodge a complaint with the Information Regulator of South Africa. Website: <https://inforegulator.org.za/>

Email: enquiries@inforegulator.org.za

Telephone: 010 023 5200