

forgood Social Network (Pty) Limited
Reg: 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.

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. forgood 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 29 June 2016. You are advised to regularly check the Website www.forgood.co.za for any amendments or updates.

Enquiries: contact@forgood.co.za

1. Understanding Personal Information

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.

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 forgood website so you may participate in activities of interest to you.

2. Collection of Personal Information

2.1 This Privacy Policy meets the requirement of notification of collection as per the Protection of Personal Information Act 2013.

2.2 We collect 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.

2.3 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.

2.4 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.

2.5 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.

2.6 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.

2.7 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.

2.8 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).

2.9 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.

2.10 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.

2.11 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.

3. Consent for Processing Personal Information

3.1 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.

- 3.2 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.
- 3.3 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.
- 3.4 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. 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.
- 3.5 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.

4. Use of Your Personal Information

4.1 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 sub-division of a country).

4.2 Forgood will employ all reasonable measures in order to ensure that your Personal Information/Special Personal Information is protected.

4.3 Your Personal Information/Special Personal Information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

5 Updating of Personal Information

5.1 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.

5.2 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.

5.3 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.

5.4 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.

6 Disclosure of Personal Information

6.1 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. 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.

- 6.2 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.
- 6.3 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.
- 6.4 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.
- 6.5 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.
- 6.6 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.
- 6.7 We have placed 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.

7 Security of Personal Information

- 7.1 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.
- 7.2 Should an unauthorised person/s access your Personal Information/Special Personal Information, forgood shall contact you to notify you within a reasonable time.

7.3 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.

8 Links

8.1 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.

9 Contacting us

9.1 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 Privacy Officer using the details set out below.

9.2 We will treat your requests or complaints confidentially.

9.3 Please contact our Privacy Officer at: contact@forgood.co.za.