

PRIVACY POLICY

We (**iSchoolAfrica Education Trust**) take privacy seriously. This Privacy Policy explains how we collect, store, use, transfer and disclose your personal information. This policy may change, but we will let you know when it does.

1. **What personal data we may collect**

- 1.1 **Contact information** like your name, email, phone number, company name, VAT number, ID number, registration number, physical address
- 1.2 **Usage data** that includes how you use our website, and will help us improve your online experience.
- 1.3 **Payment details** for donations, and we use secure services to process these transactions.

2. **How we use your personal data**

- 2.1
- 2.2 **Billing** - To bill you for relevant donations
- 2.3 **Queries** - When you contact us through our central e-mailer other channels, we collect information that helps us answer your queries.
- 2.4 **Reviews** - Information posted by you related to reviews of the website and the goods or services.
- 2.5 **Surveys** - Information obtained from surveys that we may ask you to voluntarily complete from time to time, which we use for research purposes;
- 2.6 **Marketing** - We send you newsletters to our subscribers. You can unsubscribe by following the unsubscribe link at the bottom of the email, by logging into the preference centre, or by contacting us. Please note that even if you opt out of marketing communications, we may still send you non-marketing communications related to your account or transactions with us.
- 2.7 **Information while you use our website** - Information related to you and your use of the website or the goods or services, including but not limited to: your online activity, contributions, payment history, correspondence, internet protocol addresses, device and software data (such as type, configuration and unique identifiers);
- 2.8 **Internet protocol addresses** - We may collect information about your device, including where available your internet protocol address, operating system and browser type, for system administration and to report aggregate information to our advertisers and/or service providers. This is statistical information about your browsing actions and patterns and does not identify you.

3. **Cookies and other analytics**

- 3.1 Like many apps, we use cookies and similar technologies to collect additional data and to improve our goods or services. These technologies

use small data files that are transferred to your mobile device. If you return to an application, it shows that it is a repeat visit.

4. Where we store your personal information

4.1 The information that we collect from you may be transferred to, and stored at, a destination outside of South Africa.

4.2 It may also be processed by staff members operating outside of South Africa who work for us or for one of our service providers (including but not limited to payment processors, cloud service or other information technology providers, and other companies that provide services to us).

4.3 We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy and in accordance with the terms of the Protection of Personal Information Act, 2013 (**POPIA**).

5. We may share your personal information

5.1 We use Service Providers we trust to help us run our business. They have agreed to keep your personal information secure and confidential and to only use your personal information for the purposes that we share it with them.

5.2 We may share your personal information under certain circumstances:

5.2.1 for legal and regulatory compliance of applicable law, regulation, legal process, or governmental request;

5.2.2 for the purpose of conducting research and improving our products or services;

5.2.3 for debt collecting purposes or debt recovery;

5.2.4 for emergency services where applicable, this includes your approximate location;

5.2.5 to enforce applicable terms of use and terms and conditions (including but not limited to this Privacy Policy), including investigation of potential violations thereof;

5.2.6 to detect, prevent, or otherwise address illegal or suspected illegal activities, security or technical issues;

5.2.7 to protect against harm to the rights, property or safety of us, our users or the public as required or permitted by law, for example for the purposes of fraud protection and where applicable credit risk reduction;

5.2.8 in connection with any reorganisation, restructuring, merger or sale, or other transferring of assets.

5.3 We may also share your information with partner organisations, so they can contact you about their products and services, but we will only do this with your consent.

5.4 We may monitor your calls, e-mails, or messages for lawful purposes and in accordance with applicable laws. This information may be made available to third parties if and to the extent required by law.

6. International transfer of information

- 6.1 Your personal information may be stored on servers located outside of South Africa.
- 6.2 The country in which it was collected where laws protecting personal information may not be as strict as the laws in the country in which it was collected.
- 6.3 We will not send your information to a jurisdiction that does not have adequate data protection laws in place, unless we have secured an agreement from the recipient to comply fully with information processing principles consistent with POPIA.

7. Your rights and obligations

As a data subject you have the right to:

- 7.1 ask what personal information we have about you;
- 7.2 ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- 7.3 ask what personal information we sent to our service providers or anyone else;
- 7.4 object to our use of your personal information;
- 7.5 ask us to restrict our processing of your personal information; and
- 7.6 complain to the Information Regulator if you feel that we are not processing your personal information in compliance with The Protection of Personal Information Act 4 of 2013

It can take us up to 21 days to respond to your request because there are procedures that we must follow. Sometimes, we may ask you for proof of your identity or a valid proof of residence.

8. Security measures

We are committed to protecting the security of your personal information. We use different security measures, including technology and strict procedures, to keep your personal information safe. This helps us reduce the chances of it being lost, misused, changed, shared without permission, or accessed by someone who shouldn't. We do our best to protect your personal information, but we cannot guarantee the absolute security of your personal information.

9. Contact us

- 9.1 If you have any concerns regarding the use of your information, please contact us at info@ischoolafrica.com