



PRIVACY POLICY

Effective Date: 01/04/2026

The Gem Project NPC (“we”, “us”, “our”) is committed to protecting your privacy and ensuring that your personal information is collected and used responsibly, transparently, and in compliance with the **Protection of Personal Information Act, No. 4 of 2013 (POPIA)**.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website or interact with us.

1. Personal Information We Collect

We may collect the following personal information, where relevant:

- Full name and surname
- Email address
- Contact number
- Physical or postal address
- Donation information (excluding card or banking details processed by third-party providers)
- Tax reference number (for Section 18A certificates, where provided)
- Volunteer, visitor, or event participation details
- Any information you submit via contact forms, emails, or enquiries

We only collect information that is **necessary** for a legitimate purpose.

2. How We Collect Personal Information

Personal information may be collected when you:

- Make a donation
- Subscribe to our newsletter or mailing list
- Complete a contact or enquiry form
- Register for volunteering or events
- Communicate with us via email or phone
- Browse our website (limited, non-identifiable technical data)

3. Purpose of Collection

We collect and use personal information for the following purposes:

- Processing donations and issuing Section 18A certificates
- Responding to enquiries and communication
- Managing volunteers, visits, and events
- Maintaining donor and supporter records
- Legal, operational, and administrative purposes
- Improving our website and services
- Complying with legal and regulatory obligations

We will **not** use your personal information for purposes unrelated to those listed above without your consent.



4. Lawful Processing

We process personal information in accordance with POPIA on one or more of the following lawful bases:

- Your **consent**
- Performance of a **contract** (e.g. volunteering or donating)
- **Legal obligation**
- Our **legitimate interests** as a non-profit organisation, provided these do not override your rights

5. Sharing of Personal Information

We do **not sell or trade** personal information.

We may share personal information with:

- Trusted service providers (e.g. donation processors, IT or accounting systems)
- Regulatory bodies where required by law
- Internal staff members who require access to perform their duties

All third parties are required to protect personal information and use it only for agreed purposes.

6. Data Security

We take reasonable technical and organisational measures to protect personal information against:

- Loss
- Unauthorised access
- Misuse
- Disclosure or alteration

Access to personal information is limited to authorised individuals only.

7. Retention of Information

We retain personal information only for as long as:

- It is necessary to fulfil the purpose for which it was collected
- Required by law (e.g. tax and financial records)

Once no longer required, information is securely deleted or anonymised.

8. Your Rights

In terms of POPIA, you have the right to:

- Request access to your personal information
- Request correction or deletion of your information
- Object to the processing of your information
- Withdraw consent (where processing is consent-based)
- Lodge a complaint with the Information Regulator

Requests may be made by contacting us using the details below.



9. Cookies and Website Usage

Our website may use cookies or similar technologies to enhance user experience and collect limited analytical data.

You may disable cookies via your browser settings, although this may affect website functionality.

10. External Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices or content of external websites.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with a revised effective date.

Your continued use of the website constitutes acceptance of the updated policy.

12. Contact Details

If you have questions about this Privacy Policy or how we process personal information, please contact us at:

[Organisation Name]

Email: Info@gemproject.org.za

Phone: 021 065 1691

Address: Honeyvale Road, Phialdelphia, Cape Farms