

PRIVACY POLICY

This website is owned and operated by **Soft Landings NPC** (Registration number: 2011/123898/08) a non-profit company registered in accordance with the laws of the Republic of South Africa and any reference made to “Soft Landings”, “we”, “us”, or “our” in this Privacy Policy refers to Soft Landings. Any reference made to “visitor”, “user”, “you”, or “your” in this Privacy Policy refers to users of this website.

By using this site, you agree to this website’s Privacy Policy, as set out below. This policy governs the way your personal information, obtained via the website, will be collected, protected, and used. You should review this policy periodically so that you are updated on any changes.

We recognise the importance of protecting the privacy of information collected about visitors to our website. For the purposes of this Privacy Policy, “**personal information**” is any information that enables us to identify you, directly or indirectly, by reference to any identifiers such as your name, address, phone number, email address, identification number, location data, online identifier - or one or more other factors specific to you as an individual that would allow us to identify you.

We reserve the right, at our discretion, to modify or remove portions of this policy at any time by notification on this page or within the website and/or, as far as technically and legally feasible, sending a notice to visitors via any contact information we have on record.

HOW WE WILL COLLECT YOUR INFORMATION:

We will collect and process your personal information in accordance with and subject to applicable data protection laws which includes but is not limited to the provisions of the Protection of Personal Information Act 4 of 2013 (hereinafter “POPIA”). Personal information about visitors to our site will further be collected directly from the user when voluntarily submitted on the website.

We collect, store, and use this information to ensure that we are providing you with the highest standard of service at all times. We will collect personal information from you such as your first name, surname, company name (if applicable), contact number and email address, which information shall be collected through a secure, encrypted network.

In respect of any additional personal information, you may share on the donations page, such as your banking details. Please note that this information will be collected and processed via a third-party website, hence, we will not process or store this information.

We will not share your personal information with any third parties, unless you give your consent to that effect. The only exception would be within our own group of companies, until such time as you expressly withdraw your consent to do so. We shall further only share your information when you give us permission to or instruct us to, or when required to do so by law.

HOW WE WILL USE YOUR INFORMATION:

We may use your personal information for the following purposes:

1. to respond to you if you have reached out to us with a question or feedback; and
2. to provide you with access to services such as newsletters should you subscribe to same.

HOW LONG WE WILL STORE YOUR INFORMATION:

We will only use and store your personal information for so long as it is required for the purposes it was collected for. How long personal information will be stored for depends on the personal information in question and what it is being used for, as well as whether there is any administrative or regulatory requirement for retaining the personal information. For example, we retain your personal information as long as necessary to comply with our obligations, including our obligations to you, to address any request by you or to enforce our rights.

COOKIES

A cookie stores information from the web browser that was sent to the web server and is stored on your local computer. The server uses this when you revisit a website. We may use persistent and session cookies on our website. These cookies allow us to provide you with an improved user experience on our website. It may also have an effect on how you receive online advertisements.

We use Google Analytics to track and analyse the use of this website. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

We also make use of Google Display Network advertising and remarketing advertising. This means that prior to and after you visit our website, you may see our online advertising banners on other websites you visit.

You can add, edit, or delete interests and demographic data to personalize Google Display Network ads via the Ads Preference Manager.

SECURITY

We strive to ensure the security, integrity and privacy of personal information submitted to our website, and we review and regularly update our security measures in line with available technologies. We make use of SSL technology to encrypt information transmitted from the website to our servers.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure. However, we do take all necessary technical and organisational measures to protect any personal information we hold, both on the website and within our internal information systems.

In addition, our employees and the contractors who provide services related to our information systems are obliged, by way of non-disclosure agreements, to respect the confidentiality of any personal information held by us.

We will notify you of any compromise to your personal information in a timely manner. However, we cannot be held responsible for events as a result of unauthorised access to your personal information.

GENERAL RIGHTS OF USERS:

Should your personal information have been processed by us, you have the right to:

1. access any personal information we may hold of you;
2. withdraw your consent to the processing of your personal information at any time, even if you have given it previously; and
3. request the correction, deletion, or destruction of any personal information we hold about you.

LINKS TO EXTERNAL SITES

We may provide links to websites outside of our website, as well as to third party websites. These sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to and from our website.

Before disclosing your personal information on any other website, we advise you to examine the terms and conditions and privacy policy of any website before submitting personal information.

THE PROMOTION OF ACCESS TO INFORMATION ACT

Please download this document to view the full Promotion of Access to Information Act for this website.

POPIA REQUEST FORM

For any queries related to the use of your personal information please complete this POPIA Request Form.

OUR CONTACT INFORMATION:

Should you have any queries about our Privacy Policy, or should you have any complaint regarding the use of your personal information, or you feel like your rights set out in POPIA are being infringed in any way, please feel free to send us an email at informationofficer@softlandings.co.za.

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