



WINGS OF KINDNESS FOUNDATION NPC WEBSITE PRIVACY AND POPIA POLICY

Effective date: 19 August 2026
Registration number: 2026/521358/08

1. Introduction

Wings of Kindness Foundation NPC (“Wings of Kindness”, “we”, “us” or “our”) respects your privacy and is committed to protecting personal information in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”) and other applicable South African laws.

This policy explains how we collect, use, store, protect and disclose personal information when you visit www.wingsofkindness.co.za, contact us or make a donation.

Wings of Kindness raises donations for bird sanctuaries, bird rescue organisations and veterinary service providers.

2. Responsible party and Information Officer

Wings of Kindness is the responsible party that determines why and how personal information is processed.

Our details are:

Registered name: Wings of Kindness Foundation NPC
Registration number: 2026/521358/08
Physical address: 31 Blandford Mews, 185 Blandford Road
North Riding AH, Randburg
Website: www.wingsofkindness.co.za
Email: info@wingsofkindness.co.za

Our Information Officer is:

Johan Human

Director of Wings of Kindness Foundation NPC

Email: info@wingsofkindness.co.za

The Information Officer is responsible for overseeing compliance with POPIA and responding to privacy enquiries and requests.



3. Information we collect

We collect only the personal information reasonably necessary to receive, record and administer donations.

This may include:

- your name;
- email address;
- cellphone number;
- donation amount and date;
- payment method;
- payment or transaction reference;
- communication preferences;
- correspondence you send to us; and
- limited technical information generated when you use our website, such as an IP address, browser information and essential cookie data.

We do not collect medical information, information about children or other special personal information.

Please do not send unnecessary sensitive or confidential information through the website, email or social media.

4. Sources of information

We normally obtain personal information:

- directly from you;
- from PayFast, Ozow, Apple Pay or another authorised payment provider used by you;
- from Capitec Bank through transaction and bank statement records;
- from our WordPress website; or
- from IT Windows or another authorised technical service provider operating on our behalf.

We will not collect personal information from an unrelated third party unless this is authorised by law or you have agreed to it.



5. Why we use your information

We process personal information only where there is a lawful basis under POPIA.

We may use your information to:

- receive, verify and reconcile donations;
- maintain accurate donor and financial records;
- send a thank-you letter or donation acknowledgement;
- communicate with you about your donation;
- investigate payment queries or suspected fraud;
- protect the security and operation of our website;
- comply with accounting, audit, banking and legal obligations;
- establish, exercise or defend legal rights; and
- recognise a donor publicly when the donor has expressly requested or agreed to such recognition.

We will not use donor details for unrelated purposes or unsolicited direct marketing.

6. Whether providing information is voluntary

Providing your name, email address and cellphone number is generally voluntary.

A donation may be made anonymously where the selected payment method permits it. However, if you do not provide sufficient contact or payment-reference information, we may be unable to:

- identify or reconcile your donation;
- respond to a payment query;
- send a thank-you letter; or
- provide a donation acknowledgement.

Information required by a bank or payment provider is governed by that provider's requirements and privacy policy.

7. Payments

Donations may be made through PayFast, Ozow, Apple Pay, QR code or direct electronic funds transfer into the registered Capitec bank account of Wings of Kindness.



Payment providers and banks may process personal and financial information according to their own legal obligations and privacy policies.

Wings of Kindness does not intentionally collect or store:

- complete payment-card details;
- card security codes;
- online banking usernames;
- online banking passwords; or
- banking authentication codes.

Payment-card and banking credentials must be entered only into the secure platform of the relevant bank or authorised payment provider.

8. Confidentiality and donor recognition

Donations and donor identities are confidential by default.

We will not publish a donor's name, donation amount or other identifying information unless the donor has expressly agreed to be recognised.

Where a donor wishes to be recognised for a significant donation or fundraising contribution, we may, with the donor's permission, identify the donor in a newsletter, on our website, on social media or in another Wings of Kindness communication.

Consent to public recognition may be withdrawn before publication by contacting us.

Withdrawal may not require Wings of Kindness to recall material already lawfully printed or published, but we will take reasonable steps to prevent new publication.

9. Disclosure of information

We do not sell, rent or trade personal information.

We may disclose limited personal information to:

- PayFast, Ozow, Apple Pay, Capitec Bank or another payment provider involved in processing or verifying a donation;
- IT Windows and authorised website, hosting, security or technical service providers;
- accountants, auditors, insurers, legal advisers and other professional advisers;



- regulatory, government, tax or law-enforcement authorities where disclosure is required or authorised by law; and
- another party where you have expressly consented to the disclosure.

Service providers processing information on our behalf must be appropriately authorised, maintain confidentiality and apply reasonable security safeguards.

10. Sanctuaries, rescues and veterinary service providers

We will not disclose donor information to a bird sanctuary, bird rescue organisation or veterinary service provider merely because it receives funding from Wings of Kindness.

A donor who wishes to communicate directly with a funded organisation may choose to provide their own information to that organisation. Once information is provided directly, the recipient organisation will be responsible for its own processing of that information.

11. International processing

Our WordPress hosting, payment or technical service providers may operate systems or store information outside South Africa.

Where personal information is transferred outside South Africa, Wings of Kindness will take reasonably practicable steps to ensure that the transfer complies with section 72 of POPIA. This may include using providers subject to adequate privacy laws, binding agreements or comparable data-protection obligations.

12. Cookies

Our WordPress website and payment services may use cookies and similar technology for:

- essential website functions;
- security and fraud prevention;
- remembering website preferences;
- processing donations; and
- understanding basic website performance.

Where non-essential analytics, advertising or tracking cookies process personal information, we will provide an appropriate notice and obtain consent where required.



You may restrict cookies through your browser settings. Disabling essential cookies may affect website or payment functionality.

13. Information security

We use reasonable technical and organisational safeguards to protect personal information against loss, damage, unauthorised access, unlawful disclosure or misuse.

These safeguards may include:

- restricting information to authorised persons;
- password and access controls;
- secure payment providers;
- reputable website hosting;
- appropriate backups and security updates;
- confidentiality obligations;
- operator or service-provider agreements; and
- procedures for responding to security incidents.

No electronic system is completely secure. We cannot guarantee absolute security, but we will identify reasonably foreseeable risks and maintain safeguards appropriate to those risks.

If there are reasonable grounds to believe that personal information has been unlawfully accessed or acquired, we will investigate and notify the Information Regulator and affected persons as soon as reasonably possible, as required by POPIA.

14. Accuracy

We take reasonably practicable steps to ensure that personal information is complete, accurate, not misleading and updated where necessary.

Please contact us if your information changes or you believe that information held by us is incorrect.



15. Retention

Donation, accounting and related personal information will generally be retained for between **five and seven years**, or for a longer period where required or authorised by applicable law.

The applicable period will depend on the nature of the record and the relevant accounting, company, banking or legal requirement.

When information is no longer required or legally authorised to be retained, it will be securely deleted, destroyed or de-identified so that it cannot reasonably be reconstructed.

16. Your rights

Subject to POPIA and other applicable laws, you may:

- ask whether we hold personal information about you;
- request access to your information;
- request correction of inaccurate, incomplete, outdated, excessive or misleading information;
- object to processing on reasonable grounds;
- withdraw consent where processing is based on consent;
- request deletion or destruction where we are no longer authorised to retain the information; and
- lodge a complaint with the Information Regulator.

We may require reasonable proof of identity before acting on a request. We will process requests within the period and in the manner required by law.

Requests may be submitted to:

Johan Human

Information Officer

Email: info@wingsofkindness.co.za

17. Third-party websites and social media

Our website may contain links to payment providers, bird sanctuaries, rescue organisations, veterinary service providers or social media platforms.



These third parties have their own privacy practices. Wings of Kindness is not responsible for information you provide directly to an independent third party.

Please review the third party's privacy policy before providing personal information.

18. Complaints

Please contact our Information Officer first so that we have an opportunity to investigate and address your concern.

You may also lodge a complaint with:

Information Regulator of South Africa

Woodmead North Office Park

54 Maxwell Drive

Woodmead, Johannesburg, 2191

Telephone: 010 023 5200

Toll-free: 0800 017 160

General enquiries: enquiries@inforegulator.org.za

POPIA complaints: POPIAComplaints@inforegulator.org.za

Website: www.inforegulator.org.za

19. Changes to this policy

We may update this policy when our activities, website, payment systems, service providers or legal obligations change.

The current version will be published on www.wingsofkindness.co.za with its effective date. Material changes may also be communicated through another appropriate channel.

20. Contact us

Questions, objections and requests concerning personal information may be directed to:

Johan Human

Information Officer

Wings of Kindness Foundation NPC

31 Blandford Mews

185 Blandford Road



North Riding AH, Randburg

Email: info@wingsofkindness.co.za