

A PRIVACY NOTICE FOR MOSAIC WEBSITE AND SOCIAL MEDIA

When you visit our websites, we collect personal information about how you interact with the site and when you submit an online form. We use this information to respond to your requests and to improve our website and social media pages. This privacy notice will help you understand how we do that. This notice may change, and we will update the date at the top of this page if it does.

1. INFORMATION WE COLLECT AND USE

We collect your information when you complete any online form available on our website and/or social media pages. We use the information to review and respond to your request for support services, application to volunteer, intention to support our work, and query or complain about our services. When appropriate, we will provide more detail about how we use your information on the form.

We use cookies to make our site work and to measure how you use the site. Essential cookies enable core functionality such as security, network management, and accessibility. We also use cookies to manage your preferences. For instance, to hide a pop-up notice for a specific time after you have acknowledged it.

We use analytics software to collect information about your behaviour when you visit our website and/or social media through Google Analytics. We get an aggregated view of users' behaviour that we use to improve users' overall experience. We do not track individual users. We use analytics, market research and targeted advertising tracking technologies to share your website usage data with third parties. You may disable cookies by changing your browser settings, but this may affect how the websites functions.

Google Analytics collects data about how people use our website. At its most basic, it Google Analytics will, inter alia, collect the following information:

- Time of visit, pages visited, and time spent on each page of the webpages;
- Referring site details (such as the URI a user came through to arrive at this site);
- Type of web browser;
- Type of operating system (OS);
- Flash version, JavaScript support, screen resolution, and screen colour processing ability;
- Network location and IP address.

You can find out more about Google Analytics data processing terms here: <https://www.google.com/analytics/terms/default.html> and here <https://policies.google.com/privacy>.

Google Analytics' Terms of Service prohibits the collection of personally identifiable data such as name, email address, or billing information.

Facebook Pixel may use cookies, web beacons and other storage technologies to collect or receive information from our website and elsewhere on the internet and use that information to provide measurement services and target ads. You can find out more about Facebook Pixel's data processing terms here: <https://www.facebook.com/legal/terms/dataprocessing/update>. Facebook Pixel aligns its data usage with the General Data Protection Regulation (GDPR) which creates consistent data protection rules across Europe. This is the gold-standard of data protection.

2. HOW WE SHARE YOUR INFORMATION

We will only share your personal information with others if necessary to manage our relationship with you or ensure that MOSAIC is able to function and/or provide the services and support you need.

We may share your information with service providers to help us:

- communicate with you;
- process your query or request;
- manage our online content and services; and
- manage operations.

We only share the information that the service provider needs – nothing more. Whether our service providers are in South Africa or another country, they must agree to keep your personal information as safe and confidential as we do. And they may only use it for the reason we share it with them. We make sure that we have the necessary contracts in place before we share your information.

However, as much as we try We are not responsible for the privacy practices of such third party websites, or for any claims, loss or damage arising from these.

MOSAIC makes use of third-party payment platforms (including, but not limited to, PayFast, Zapper, Snapscan, PayPal, GivenGain, and Backabuddy) to process donations. We advise you to read the privacy policy of each third-party website and decide whether you agree to their privacy practices and policies, before you reveal any of your personal information on these platforms.

3. WE DON'T HOARD YOUR INFORMATION

Records of personal information will be retained for the period necessary for achieving the purpose for which the information was collected. Please note that you have a right to object to the processing of your personal information for example for purposes of direct marketing, unless consent was obtained from you.

We only keep your information for as long as we must for operational reasons or as the law requires.

4. WE DO OUR BEST TO KEEP YOUR INFORMATION SECURE

We have reasonable security measures in place to protect your personal information from:

- being lost;
- being used in the wrong way or for the wrong reason;
- being accessed without permission;
- being changed; and
- being destroyed.

If any of these things happen, it is called a security breach.

The more sensitive the information is, the better we protect it. Although we cannot guarantee that we will never experience a breach, we check our systems regularly for security issues. If something should happen, we have taken steps to minimise the threat to your privacy. We will let you know if your personal information has been compromised and let you know what you can do to minimise the impact of the breach.

If you suspect that we (or you) have had a security breach, please let us know immediately by sending an email to daniel@dnacomputers.co.za and copy rgoosen@mosaic.org.za . Please include as much information as you can about what may have happened.

5. YOUR RIGHTS AND PREFERENCES

You have the right to:

- ask what we know about you;
- ask what personal information we sent to our suppliers, service providers, or anyone else;
- ask us to update, correct or delete any out-of-date or incorrect personal information we have about you;

- unsubscribe from marketing;
- object to our use of your personal information;
- ask that someone review certain automated decisions that we make about you, express your point of view about those decisions, and ask us to explain the decision; and
- complain to the Information Regulator.

If the purpose for which your personal information was requested initially does not exist anymore, for example you no longer wish to be a donor, volunteer and/or service user, you may request information held by MOSAIC to be deleted. However, MOSAIC can decline your request to delete the information from its records if other legislation requires the continued retention thereof or if it has been de-identified

If you would like to obtain a copy of your personal information held by MOSAIC, please review the MOSAIC's Promotion of Access to Information Manual, a copy may also be obtained at our offices:

66 Ottery Road
Wynberg
Cape Town
7800
Email: admin@mosaic.org.za

POPIA also provides you with the right to request the restriction of your personal information. This enables you to ask MOSAIC to suspend the processing of your personal information in limited circumstances.

You may withdraw your consent for us to process your personal information at any time. The withdrawal of your consent can only be made by you on condition that such withdrawal of your consent:

- does not affect the processing of your personal information before the withdrawal of your consent; or
- does not affect the processing of your personal information if the processing is in compliance with an obligation imposed by law on us; or
- does not affect the processing of your personal information where such processing is necessary for the proper performance of a public law duty by a public body; or
- does not affect the processing of your personal information as required to finalise the

performance of a contract in which you are a party; or

- does not affect the processing of your personal information as required to protect your legitimate interests or our own legitimate interests or the legitimate interests of a third party to whom the information is supplied.

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

6. CONTACT US

Please direct any questions, complaints or concerns regarding this privacy policy, data privacy and our treatment of your personal information to contact admin@mosaic.org.za or contact our information officers at info@mosaic.org.za

Upon receiving your request, we will contact you directly, investigate your request, and work to address your concerns. We will respond to your request without undue delay. We reserve the right to take reasonable steps to verify your identity prior to granting access or processing changes or corrections.

Should you feel that your rights in respect of your personal information have been infringed, please address your concerns to our Information Officer at info@mosaic.org.za

If you feel that the attempts by MOSAIC to resolve the matter have been inadequate, you have the right to contact the Information Regulator, whose contact details are:

Tel: 012 406 4818

Fax: 086 500 3351

Email: infoereg@justice.gov.za

7. UPDATES

Please note that we may, in our sole discretion, amend this Policy from time to time. Please check this website periodically to inform yourself of any changes. If you continue to engage with us, provide products or services to us or access or use our website and/or services after amendments are made to the Privacy Policy and displayed on this website, you will be deemed to have accepted the updated Privacy Policy.



66 Ottery Road, Wynberg 7800
PO Box 18460, Wynberg 7824
Cape Town, South Africa
Tel: +27 (0)21 761 7585
Fax: 086 6518 662
Email: info@mosaic.org.za
www.mosaic.org.za

APPROVAL FOR ISSUE

NAME	TITLE	SIGNATURE	DATE
Adv. Tarisai Mchuchu-MacMillan	Executive Director		30 June 2024

BOARD MEMBERS: Maxine Case (Chair), Floretta Boonzaier, Majid Hargey, Francis Nyamnjoh, Nwabisa Shai, Diana Sochen, Linda Thorn
MEMBERS: Michael Bagraim, Rolene Miller, Christine Rix

REGISTRATION DETAILS: NPO (Non-Profit Organisation) 006-411 NPO | PBO (Public Benefit Organisation) 930007168 | Non-Profit Company 1993/006860/08