



Eternal hope • Ewige hoop • Tshepo esafeleng

## **Engo Privacy Policy**

### **1. Introduction:**

- 1.1. Engo and its various sub – programs are registered as non-profit organisations and render services in the Welfare sector to inter alia the elderly, children, families, and disabled people in need of welfare services.
- 1.2. This Privacy Policy (the “Privacy Policy”) describes how Engo collects, uses, and discloses information from and about you when you visit our website and/or use our products and services.
- 1.3. Engo is committed to safeguarding and preserving your rights to your Personal Information. We will always treat your Personal Information as strictly confidential.
- 1.4. “Personal Information” includes, but is not limited to, your name, email address, contact number, physical address, location, online identifier, biometric information and personal views and opinions.

### **2. Collection of Personal Information: -**

- 2.1. Engo will collect your information where we:
  - 2.1.1. have a legitimate business interest;
  - 2.1.2. in order to perform our contractual duties;
  - 2.1.3. to comply with our legal duties; or
  - 2.1.4. where you have provided your consent.
- 2.2. When you request information about a particular product or service rendered by Engo or any of its sub - programs, join our Facebook page, visit our website, sign up as a user of our services or the services of a sub- program, purchase any products on offer, or otherwise

contact us, we may collect information such as your name, telephone number, email address, and location.

- 2.3. Engo automatically collects information from you when you visit our website by using cookies and similar technologies.

### **3. Cookies and Similar Technologies: -**

- 3.1. We use cookies and similar technologies (such as google analytics, pixel tags and web beacons) in order to enhance your interactive experience on our websites and generally to improve the service which we offer, to create public involvement in and support for our services, as well as to enable us to advertise our products and services to you.
- 3.2. Cookies are small files of data that we store on your device when you access our website, this allows us to collect information such as your internet protocol address, your browser type, location, and device information.
- 3.3. You have the ability to accept or decline cookies, and this can be done via your browser settings.

### **4. Use of Personal Information: -**

- 4.1. We will use the Personal Information that we collect from and about you for one or more of the following purposes:
  - 4.1.1. When you have requested information about our products and/or services, to respond to your request;
  - 4.1.2. To provide you with products and/or services that you have contracted for;
  - 4.1.3. To market our products and services to you;
  - 4.1.4. To improve our products and/or services;
  - 4.1.5. To improve our website functionality;
  - 4.1.6. To inform you of any changes to our products and/or services;
  - 4.1.7. For market research purposes;
  - 4.1.8. To provide you with technical and administrative support;
  - 4.1.9. As otherwise required by law; and
  - 4.1.10. For reasons not described in the Privacy Policy where the reason for processing is consistent with the purpose for which we originally collected your information; and/or where we have a legitimate interest, and where such use is lawful.

## **5. Disclosure of Personal Information: -**

5.1. Engo and its sub – programs may disclose your information in the following circumstances:

- 5.1.1. Within Engo and amongst its sub – programs and state departments where required to enable us to provide our services to you, to fulfil our contractual obligations with you, and to provide you with adequate support;
- 5.1.2. Where you have consented to the sharing of your information for marketing and promotional purposes;
- 5.1.3. To third party suppliers and service providers who provide us with technical, professional and support services.
- 5.1.4. To satisfy any applicable law, regulation, legal process, or governmental request, this includes, to the Independent Communications Authority of South Africa for the purpose of compiling, verifying, or auditing any reports, or other information required in terms of the Electronic Communications Act, 2005 and the regulations made pursuant to that Act; and/or when directed by a court order;
- 5.1.5. To detect and prevent fraudulent activity as a result of utilizing our products and/or services.

## **6. Data Retention and Security Measures: -**

6.1. We shall retain your Personal Information for the duration of our relationship with you. In some circumstances, we may retain your Personal Information on your systems for a longer period of time, the reason for this is to allow us to:

- 6.1.1. Comply with record retention requirements as prescribed by law;
- 6.1.2. Audit our business;
- 6.1.3. Respond to complaints regarding our services.
- 6.1.4. Conduct research.

6.2. Engo is committed to protecting the security of your Personal Information. We employ what we believe is an adequate level of technical and organizational measures to ensure that your Personal Information is kept secure and is protected against unauthorized or unlawful processing, accidental loss, destruction or damage, alteration, disclosure, or access.

**7. Data Subject Rights: -**

- 7.1. You may contact us to change, update or access your Personal Information; and to unsubscribe from any promotional communication.
- 7.2. You may at any stage contact us and instruct us to remove your Personal Information from our records.

**8. General: -**

- 8.1. We are not responsible for the privacy practices of or the content on sites linking out of the Engo pages. You absolve Engo from any liability arising from your access to sites other than those on the Engo network.
- 8.2. Engo reserves the right to make changes to the Privacy Policy, at any time and without notice. Any change binds you as soon as you access the Website or use our services. We therefore strongly recommend checking this page on a regular basis.