

## MIRACLE KIDZ SAFE HOUSE

# Donation Terms and Conditions

For online donations, Instant EFT, bank transfer, monthly giving and other giving channels

<b>Organisation</b>	Miracle Kidz Safe House
<b>Status</b>	Registered Non-Profit Organisation and Public Benefit Organisation
<b>NPO / PBO Numbers</b>	NPO No: 073352   PBO No: 930041441
<b>Contact</b>	+27 72 761 9301   strandmiraclekids@gmail.com   www.miraclekidz.co.za

Effective date: 14 May 2026 | Version: 1.0

## 1. Introduction

Thank you for supporting Miracle Kidz Safe House. These Donation Terms and Conditions explain the basic terms that apply when a donor makes a financial contribution to Miracle Kidz Safe House through the website, Instant EFT, bank transfer, monthly giving, debit order, PayPal, SnapScan or any other approved donation channel.

By making a donation, submitting a donation form, using an online payment method, or providing donor information to Miracle Kidz Safe House, you acknowledge that you have read and understood these terms.

## 2. Donations covered by these terms

These terms apply to donations made through, or in connection with, any of the following giving methods:

- Instant EFT and other online payment options made available on the Miracle Kidz website;
- Direct bank transfer or EFT into the official Miracle Kidz Safe House bank account;
- Monthly giving, recurring support or debit order arrangements;
- PayPal, SnapScan or other listed payment channels;
- Fundraising campaigns, emergency appeals, event-related donations or general financial support;
- Donations where a donor requests a receipt, confirmation letter or Section 18A tax certificate, where applicable.

## 3. Voluntary donations

All donations are made voluntarily. A donation does not create a purchase, subscription, investment, loan, ownership right or entitlement to goods or services from Miracle Kidz Safe House, unless this is expressly agreed in writing for a specific fundraising campaign or event.

Miracle Kidz Safe House may use unrestricted donations for its charitable, operational, care, maintenance, emergency, administrative, governance and fundraising purposes, in line with its mission and applicable law.

## 4. Donor information

When making a donation, a donor may be asked to provide personal information such as name, surname, email address, telephone number, payment reference, donation amount and information needed to confirm or administer the donation.

If a donor requests a Section 18A tax certificate or other formal donation documentation, additional information may be required to prepare the certificate or record accurately.

The donor is responsible for ensuring that the information provided is accurate, complete and lawful to use.

## 5. Online payments, Ozow, banks and payment partners

Online donations may be processed through Ozow, participating South African banks, payment service providers, clearing systems, banking partners and other payment channels used by Miracle Kidz Safe House from time to time.

Payment processing may be subject to the terms, security processes, authentication steps, privacy policies and transaction rules of the relevant payment provider, bank, payment platform or payment system participant.

Miracle Kidz Safe House does not store online banking passwords, card PINs, one-time passwords or sensitive online banking login credentials. Donors should only complete payments through secure and trusted payment pages and should never share banking passwords with Miracle Kidz Safe House or any third party.

Where payment systems, banks, payment service providers, PASA, the South African Reserve Bank or other payment-system participants are involved, their respective rules, regulatory obligations and operational requirements may apply to the payment process.

## 6. Bank transfer and EFT donations

For direct bank transfer or EFT donations, donors should use the official banking details published by Miracle Kidz Safe House and use a clear payment reference, preferably the donor name or campaign reference.

Miracle Kidz Safe House is not responsible for donations paid into an incorrect bank account due to donor error, fraud, phishing, altered banking details or payment instructions obtained from an unofficial source.

Donors are encouraged to verify banking details directly with Miracle Kidz Safe House if they are unsure.

## 7. Monthly giving and debit orders

Where a donor chooses monthly giving, recurring support or a debit order arrangement, the donor authorises the relevant payment administrator, bank or service provider to process the recurring payment in accordance with the mandate or instruction accepted by the donor.

A donor who wishes to cancel or amend a recurring donation should contact Miracle Kidz Safe House and/or the relevant payment administrator within a reasonable time before the next scheduled deduction. Banking and service provider processing timelines may apply.

## 8. Section 18A tax certificates and receipts

Miracle Kidz Safe House is listed publicly as a Public Benefit Organisation. Eligible donors may request Section 18A documentation where applicable and where the required donor information has been supplied.

A Section 18A certificate, receipt or acknowledgement may only be issued where permitted by law and where Miracle Kidz Safe House has the required information and records to support the donation.

Donors should obtain their own tax advice regarding whether a donation qualifies for a tax deduction and how it should be claimed. Miracle Kidz Safe House does not provide tax advice.

## 9. Refunds, reversals and mistaken payments

Donations are generally final once received. However, Miracle Kidz Safe House may consider refund requests on a case-by-case basis, especially where there has been a duplicate payment, clear payment error, incorrect amount or suspected unauthorised transaction.

Approved refunds may be subject to banking timelines, payment provider procedures, transaction fees, verification checks and the original method of payment. Some processing or transaction fees may not be refundable, depending on the payment channel used.

Miracle Kidz Safe House may refuse a refund request where the request is not supported by adequate proof, where the funds have already been allocated in good faith, where fraud is suspected, or where refunding the amount may breach law, banking rules or regulatory obligations.

## 10. Restricted or campaign-specific donations

Where a donation is made for a specific campaign, appeal, repair, project or stated purpose, Miracle Kidz Safe House will make reasonable efforts to apply the donation to that purpose.

If the specific need has already been met, if circumstances change, or if it becomes impractical or impossible to use the donation exactly as originally described, Miracle Kidz Safe House may apply the donation to a similar charitable purpose or to the general needs of the safe house, unless otherwise agreed in writing.

## 11. Donor communication

Miracle Kidz Safe House may contact donors to confirm a donation, issue a receipt, request missing information, respond to a query, provide information about a fundraising appeal, or communicate about the work of the organisation.

If Miracle Kidz Safe House sends newsletters, fundraising updates or direct marketing-type communication, donors may opt out or unsubscribe where applicable.

## 12. Privacy, POPIA and record keeping

Miracle Kidz Safe House processes donor personal information for lawful purposes connected to receiving, confirming, recording and administering donations; issuing receipts or certificates; maintaining accounting and audit records; complying with legal obligations; and communicating with donors.

Personal information may be shared with payment providers, participating banks, accounting service providers, auditors, legal advisors, website or IT providers, regulatory authorities or other parties where necessary and lawful.

Donor personal information will be handled in accordance with Miracle Kidz Safe House's Privacy Policy / POPIA Notice. Donors may request access to, correction of, or deletion of personal information where permitted by law.

## 13. Fraud, security and suspicious activity

Miracle Kidz Safe House may delay, query, refuse, reverse or report a donation where fraud, money laundering, unauthorised payment activity, identity misuse, phishing, stolen banking details, regulatory concern or other suspicious activity is suspected.

Miracle Kidz Safe House may also request proof of identity, proof of payment, donor confirmation or additional information where reasonably required to verify a donation or comply with legal, banking or audit requirements.

## 14. Availability of donation methods

Miracle Kidz Safe House may add, remove, suspend or amend donation methods at any time. Payment platforms may also be temporarily unavailable due to maintenance, banking disruptions, technical issues, security checks, provider changes or circumstances outside the control of Miracle Kidz Safe House.

## 15. Limitation of responsibility

To the extent allowed by law, Miracle Kidz Safe House will not be responsible for losses caused by donor error, incorrect payment details supplied by the donor, use of unofficial payment links, banking delays, payment provider downtime, third-party platform errors, phishing, fraud by third parties, or circumstances outside the reasonable control of Miracle Kidz Safe House.

Nothing in these terms excludes liability that cannot legally be excluded under South African law.

## 16. Changes to these terms

Miracle Kidz Safe House may update these Donation Terms and Conditions from time to time. The latest version should be made available through the Miracle Kidz website or on request.

## 17. Contact details

For donation queries, receipt requests, Section 18A requests, refund requests or privacy-related questions, please contact Miracle Kidz Safe House:

<b>Website</b>	www.miraclekidz.co.za
<b>Email</b>	strandmiraclekids@gmail.com
<b>Phone</b>	+27 72 761 9301
<b>Registered details</b>	NPO No: 073352   PBO No: 930041441

## Appendix A: Short donation form notice

This shorter notice can be placed below the Ozow / Instant EFT donation form or near the final donation button on the website.

### Donation Privacy and Payment Notice

By submitting this donation form, you acknowledge that Miracle Kidz Safe House may process your personal information for the purpose of receiving, confirming, recording and administering your donation. This may include your name, contact details, donation amount, payment reference and payment confirmation information. Online payments may be processed through Ozow, participating South African banks, payment service providers, clearing systems and banking partners. Miracle Kidz Safe House will not sell your personal information. Please read our Privacy Policy / POPIA Notice, PAIA Manual and Donation Terms for more information.

## Appendix B: Optional donor communication checkbox

Use this only if Miracle Kidz Safe House wants to send occasional updates, fundraising appeals or newsletters. The checkbox should not be pre-ticked.

I agree to receive occasional updates, fundraising appeals and news from Miracle Kidz Safe House. I understand that I can unsubscribe or opt out at any time.

## Appendix C: Source notes reviewed while preparing this draft

The following public sources were reviewed for factual context. These notes are included for internal verification and can be removed before publication if preferred.

- Miracle Kidz Safe House website: public donation, contact, NPO and PBO details.
- Ozow public website: Ozow payment, privacy and security information.
- South African Reserve Bank public payment-system information.
- Payments Association of South Africa public overview information.
- Information Regulator public POPIA and PAIA information.