

MIRACLE KIDZ SAFE HOUSE

Privacy Policy / POPIA Notice

Prepared for publication on the Miracle Kidz Safe House website and for linking from the website footer menu.

Field	Details
Organisation	Miracle Kidz Safe House
NPO number	073352
PBO number	930041441
Website	www.miraclekidz.co.za
Telephone	+27 72 761 9301
Email	strandmiraclekids@gmail.com
Effective date	14 May 2026
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Privacy Policy / POPIA Notice

Effective date: 14 May 2026

Organisation: Miracle Kidz Safe House

Website: www.miraclekidz.co.za

Email: strandmiraclekids@gmail.com

Telephone: +27 72 761 9301

Physical address: REDACTED

Information Officer: Thomas Bloem

Deputy Information Officer, if applicable: [Insert if applicable, otherwise state Not Applicable]

1. Introduction

Miracle Kidz Safe House respects the privacy and dignity of every donor, supporter, beneficiary, volunteer, employee, service provider and visitor to our website.

This Privacy Policy explains how we collect, use, store, protect and share personal information in accordance with the Protection of Personal Information Act, 4 of 2013, commonly known as POPIA.

POPIA applies to responsible parties that process personal information and sets out conditions for the lawful processing of personal information in South Africa.

2. Personal information we may collect

Depending on how you interact with Miracle Kidz Safe House, we may collect the following information:

- Name and surname
- Email address
- Telephone or WhatsApp number
- Physical or postal address
- Donation amount and donation reference
- Payment confirmation information
- Bank or payment-related information required to confirm a donation
- Section 18A tax certificate information, where applicable
- Website enquiry information
- Volunteer or employment-related information
- Supplier or service provider information
- Information contained in correspondence sent to us
- Website usage information, including cookies or analytics data where applicable

We only collect information that is reasonably necessary for a lawful and specific purpose connected to our work.

3. Why we collect personal information

Miracle Kidz Safe House may process personal information for the following purposes:

- To receive and confirm donations
- To process online donations through Ozow and related payment partners
- To issue donation receipts or Section 18A certificates, where applicable
- To maintain donor and accounting records
- To communicate with donors and supporters
- To respond to website enquiries

- To manage volunteers, employees, contractors and service providers
- To comply with accounting, audit, tax, legal and regulatory obligations
- To protect the safety, security and operational integrity of Miracle Kidz Safe House
- To maintain proper organisational records
- To send updates, fundraising appeals or newsletters where permitted by law or where the person has opted in

POPIA requires a responsible party to take reasonably practicable steps to notify people when collecting personal information, including what information is collected, the purpose of collection, the responsible party's details and related rights.

4. Donations and online payments

Miracle Kidz Safe House uses online payment systems to receive donations. When you make a donation, your personal information and payment-related information may be processed by:

- Miracle Kidz Safe House
- Ozow
- Participating South African banks
- Payment service providers
- Banking and clearing partners
- Accounting, audit or compliance service providers
- Regulatory bodies, where legally required

The South African Reserve Bank is responsible for payment system oversight, supervision and regulation. PASA is recognised by the South African Reserve Bank as a payment system management body in the South African payments landscape.

Miracle Kidz Safe House does not store online banking passwords, card PINs or sensitive online banking login credentials. Payment information is processed through the relevant payment and banking systems.

5. Legal basis for processing personal information

Miracle Kidz Safe House processes personal information where:

- The person has given consent
- Processing is necessary to receive, confirm or administer a donation
- Processing is necessary to comply with a legal obligation
- Processing is necessary for the legitimate interests of Miracle Kidz Safe House, donors, beneficiaries or the public
- Processing protects a legitimate interest of the person concerned
- Processing is necessary for accounting, audit, tax, governance or record-keeping purposes

6. Sharing of personal information

We may share personal information only where necessary and lawful, including with:

- Ozow and payment service providers
- South African banking partners
- Auditors, accountants and bookkeepers
- Legal advisors
- IT, hosting, website, email and security service providers
- Regulatory bodies, law enforcement or public authorities where legally required
- Service providers who assist Miracle Kidz Safe House with operational, donor, accounting or communication functions

We do not sell donor information.

Where third parties process personal information on our behalf, we take reasonable steps to ensure that they treat personal information securely and only process it for authorised purposes.

7. Direct marketing and donor communication

Miracle Kidz Safe House may send donors and supporters updates about our work, fundraising needs, campaigns, events or emergency appeals.

Where required, we will obtain consent before sending direct marketing communications. Every person may opt out of receiving fundraising or marketing communication.

If you no longer wish to receive communication from Miracle Kidz Safe House, you may contact us at strandmiraclekids@gmail.com.

8. Security of personal information

Miracle Kidz Safe House takes reasonable technical and organisational measures to protect personal information against loss, unauthorised access, misuse, disclosure, alteration or destruction.

These measures may include:

- Password protection
- Access controls
- Secure hosting and email systems
- Antivirus and security tools
- Limited access to donor and accounting records
- Staff and volunteer confidentiality controls
- Secure storage of electronic and paper records
- Secure destruction of records when no longer needed

POPIA requires responsible parties to secure the integrity and confidentiality of personal information by taking appropriate, reasonable technical and organisational measures.

9. Data breaches and security compromises

If Miracle Kidz Safe House becomes aware of a security compromise involving personal information, we will take reasonable steps to investigate, contain and respond to the incident.

Where required by POPIA, we may notify the Information Regulator and affected individuals.

10. Retention of personal information

We will keep personal information only for as long as reasonably necessary for the purpose for which it was collected, unless a longer period is required or allowed by law.

Donation, accounting, tax, audit and governance records may need to be retained for legal, financial and compliance purposes.

When information is no longer required, we will take reasonable steps to delete, destroy or de-identify it.

11. Your rights under POPIA

You have the right to:

- Ask what personal information we hold about you
- Request access to your personal information
- Request correction of inaccurate, outdated or incomplete information

- Object to certain processing of your personal information
- Withdraw consent where processing is based on consent
- Request deletion or destruction of personal information where legally permissible
- Object to direct marketing
- Lodge a complaint with the Information Regulator

12. Information Officer

Miracle Kidz Safe House's Information Officer is responsible for helping the organisation comply with POPIA and PAIA.

The Information Regulator states that public and private bodies must register their Information Officers with the Regulator. Please confirm whether Miracle Kidz Safe House's Information Officer has already been registered before publication.

Field	Details
Information Officer	Thomas Bloem
Email	strandmiraclekids@gmail.com
Telephone	+2771 687 2348
Deputy Information Officer	N/A

13. PAIA Manual

Miracle Kidz Safe House has a PAIA Manual that explains how a person may request access to records held by the organisation.

The PAIA Manual should be made available as a downloadable PDF and linked from the website footer menu.

14. Contact details

For privacy, POPIA or PAIA-related questions, please contact:

Field	Details
Organisation	Miracle Kidz Safe House
Email	strandmiraclekids@gmail.com
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Address	REDACTED

15. Updates to this policy

Miracle Kidz Safe House may update this Privacy Policy from time to time. The latest version should be published on the website or made available through the website footer menu.

Appendix A: Short notice for the Ozow donation form

Donation Privacy Notice

By submitting this donation form, you acknowledge that Miracle Kidz Safe House may collect and 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, banking or payment confirmation details, and any information needed for accounting, donor communication, audit, legal, tax, regulatory or record-keeping purposes.

Online payments may be processed through Ozow, participating South African banks, payment service providers, clearing systems and banking partners operating within the South African payment environment, including systems governed through the South African Reserve Bank and the Payments Association of South Africa where applicable.

Miracle Kidz Safe House will only use your personal information for lawful purposes related to your donation, donor records, financial administration, legal compliance and communication with you. Your information will not be sold.

Please read our Privacy Policy / POPIA Notice and PAIA Manual for more information about how we handle personal information and how you may request access to, correction of, or deletion of your personal information where permitted by law.

Appendix B: Optional donor communication checkbox

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.

Sources and regulatory references

Protection of Personal Information Act, 4 of 2013, official Government Gazette PDF:

https://www.gov.za/sites/default/files/gcis_document/201409/3706726-11act4of2013protectionofpersonalinforcorrect.pdf

POPIA section 18, notification to data subject when collecting personal information:

<https://popia.co.za/section-18-notification-to-data-subject-when-collecting-personal-information/>

Information Regulator PAIA guidelines and PAIA manual templates: <https://info regulator.org.za/paia-guidelines/>

South African Reserve Bank, payments and settlements: <https://www.resbank.co.za/en/home/what-we-do/payments-and-settlements>

PASA overview: <https://pasa.org.za/>

Miracle Kidz Safe House website: <https://www.miraclekidz.co.za/>