

Terms of Use

Last updated: August 2026

Welcome to the Hands and Feet website.

These Terms of Use set out the terms that apply when you access or use our website. By using this website, you agree to these Terms of Use. If you do not agree with them, please do not use the website.

In these Terms, **“Hands and Feet”, “we”, “us” or “our”** refers to Hands and Feet, and **“you” or “your”** refers to any person accessing or using this website.

1. About Hands and Feet

Hands and Feet is a South African non-profit organisation working to strengthen families, support children and contribute to the restoration of communities.

Our website provides information about our organisation, programmes, activities, partnerships and opportunities to support our work.

The information on the website is provided for general information purposes. While we make reasonable efforts to ensure that the information is accurate and up to date, we cannot guarantee that all information will always be complete, current or free from errors.

Information on the website should not be understood as professional, medical, legal, financial or other specialist advice.

2. Using our website

You are welcome to access and use our website for lawful and legitimate purposes.

You agree not to:

- use the website in a way that breaches any applicable law or regulation;
- attempt to gain unauthorised access to the website or any systems connected to it;
- interfere with the operation, security or functionality of the website;
- introduce viruses, malware or other harmful material;
- use automated systems to access, copy or collect information from the website in a way that could damage or interfere with the website;
- impersonate Hands and Feet or any of our staff, partners, beneficiaries or representatives; or
- use information, photographs or other content from the website in a misleading, harmful, defamatory or unlawful manner.

We reserve the right to restrict or suspend access to the website where we reasonably believe that it is being misused.

3. Our content and intellectual property

Unless otherwise stated, the content on this website belongs to Hands and Feet or is used by us with permission. This includes our name, logo, text, photographs, graphics, videos, documents and other materials.

This content is protected by applicable copyright, trade mark and other intellectual property laws.

You may view, download or print material from the website for your own personal, non-commercial use.

You may not reproduce, modify, publish, distribute, sell or commercially exploit our content without our prior written permission.

If you would like to use our content for educational, media, fundraising or other purposes, please contact us first.

4. Photographs, stories and information about people

Hands and Feet works with children, families and individuals who may be experiencing vulnerability or difficult circumstances. We are committed to treating the people and communities we work with with dignity and respect.

We take care when publishing photographs, stories and other information about the people and communities involved in our work.

Where appropriate, we obtain consent or other necessary permissions before publishing identifiable photographs, stories or personal information.

Photographs, stories or other information published on this website may not be copied, reproduced, altered, republished or used for another purpose without our prior written permission.

The fact that a photograph or story appears on our website does not mean that the person featured has consented to its use by third parties.

5. Donations

Our website provides an opportunity for visitors to support Hands and Feet through donations.

When making a donation through the website, you agree to provide accurate information and to use a payment method that you are authorised to use.

Online donations may be processed through a third-party payment service. The processing of payment information may therefore also be subject to the terms and privacy policies of the relevant payment provider.

Unless a donation is expressly restricted or otherwise agreed with Hands and Feet, we may use donated funds for our general charitable purposes and programmes.

If you have a question about a donation, please contact us using the details provided on the website.

6. Links to other websites

Our website may contain links to websites operated by third parties, including partner organisations, service providers, funders and other organisations.

These links are provided for convenience and information. Hands and Feet does not control these external websites and is not responsible for their content, availability, security, privacy practices or terms of use.

The inclusion of a link does not necessarily mean that Hands and Feet endorses or recommends the organisation, product or service concerned.

7. Website availability and security

We make reasonable efforts to keep our website available and functioning properly. However, we cannot guarantee that the website will always be available, uninterrupted, secure or free from errors.

We may change, suspend or temporarily withdraw all or part of the website without prior notice where reasonably necessary, including for maintenance, security or operational reasons.

You are responsible for taking reasonable steps to protect your own device and information when accessing the website.

8. Limitation of liability

To the extent permitted by South African law, Hands and Feet will not be responsible for loss or damage arising from your use of, or inability to use, this website or from your reliance on information published on the website.

This includes, where legally permitted, indirect or consequential loss, loss of data, loss of business or loss of opportunity.

Nothing in these Terms of Use excludes or limits any liability that cannot lawfully be excluded or limited under South African law.

9. Privacy and personal information

Hands and Feet respects your privacy and is committed to handling personal information responsibly and in accordance with applicable South African law, including the **Protection of Personal Information Act 4 of 2013 (POPIA)**.

When you interact with our website—for example, by making a donation, submitting an enquiry or signing up to receive communications—we may collect and process personal information.

Our **Privacy Policy** explains what information we collect, why we collect it, how we use and protect it, and the rights you have in relation to your personal information.

Our Privacy Policy should be read together with these Terms of Use.

10. Changes to these Terms

We may update these Terms of Use from time to time to reflect changes to our website, our activities or applicable legal requirements.

When we make changes, we will publish the updated version on this page and update the “Last updated” date.

Your continued use of the website after changes have been published means that you accept the updated Terms of Use.

11. Governing law

These Terms of Use are governed by the laws of the **Republic of South Africa**.

Any dispute arising from or relating to these Terms of Use or your use of this website will be subject to the jurisdiction of the South African courts, to the extent permitted by law.

12. Contact us

If you have questions about these Terms of Use, our website or the use of our content, please contact us.

Hands and Feet

Cape Town, South Africa

Email: hello@handsandfeet.org.za

Website Privacy Notice

Last updated: August 2026

Hands and Feet respects your privacy and is committed to protecting your personal information.

This Privacy Notice explains how Hands and Feet collects, uses, stores and protects personal information when you visit or interact with our website.

1. Who we are

Hands and Feet is a South African non-profit organisation working to strengthen families, support children and contribute to the restoration of communities.

For the purposes of the **Protection of Personal Information Act 4 of 2013 (POPIA)**, Hands and Feet is the responsible party for personal information that we collect and process.

2. What personal information do we collect?

The information we collect depends on how you interact with our website. This may include:

Information you provide to us

For example, when you contact us, make a donation, sign up for communications or otherwise engage with Hands and Feet, we may collect:

- your name and surname;
- email address;
- telephone number;
- physical or postal address, where relevant;
- information you provide in an enquiry or message;
- donation or transaction information; and
- any other information you choose to provide to us.

Please do not provide sensitive personal information about yourself or another person through a website form unless it is specifically requested or necessary for the purpose of your enquiry.

Information collected automatically

When you visit our website, certain technical information may be collected automatically, depending on the website's configuration and the services we use. This may include:

- IP address;

- browser and device information;
- pages visited and interactions with the website;
- approximate location derived from your IP address;
- date and time of visits; and
- information about how you use the website.

This information may be collected through cookies or similar technologies.

3. How do we use your information?

We may use personal information to:

- respond to enquiries and requests;
- provide information about Hands and Feet and our programmes;
- process and administer donations;
- send newsletters or other communications where you have requested or permitted us to do so;
- improve our website and understand how visitors use it;
- maintain the security and functionality of our website;
- maintain appropriate organisational and financial records;
- comply with legal, regulatory, donor or reporting requirements; and
- protect the rights, safety and legitimate interests of Hands and Feet, our staff, volunteers, clients and other stakeholders.

We will only process personal information for lawful, specific and clearly defined purposes and will not use it in ways that are incompatible with the purpose for which it was collected.

4. Donations and payment information

If you make a donation through our website, your payment may be processed through a third-party payment provider.

Hands and Feet may receive information necessary to record and administer your donation, but payment details may be processed and stored by the relevant payment provider in accordance with its own privacy policy and terms.

We do not sell personal information to third parties.

Where a donation is made through a third-party platform, we recommend that you review that provider's privacy notice before completing the transaction.

5. Newsletters and communications

If you subscribe to receive communications from Hands and Feet, we may use your contact details to send you newsletters, updates, fundraising information or other communications relating to our work.

You can unsubscribe from these communications at any time by using the unsubscribe option included in the relevant communication or by contacting us.

We will not sell or rent our mailing lists to third parties.

6. Cookies and similar technologies

Our website may use cookies and similar technologies to make the website function properly, understand how visitors use the website and improve your experience.

Cookies are small files that may be stored on your device when you visit a website.

Some cookies may be necessary for the website to function, while others may be used for analytics or other purposes.

Where we use third-party services that place cookies or collect information through the website, those services may process information in accordance with their own privacy policies.

You can adjust your browser settings to manage or block cookies. Please note that disabling certain cookies may affect the functionality of the website.

7. Photographs, stories and information about people

Hands and Feet works with children, families and individuals who may be experiencing vulnerability or difficult circumstances. We take particular care to protect their dignity, privacy and safety.

Photographs, videos, stories and other information relating to clients, children, staff, volunteers and community members are collected and used in accordance with our consent procedures, safeguarding requirements and applicable law.

We do not knowingly publish identifying information about children or vulnerable individuals where doing so would place them at risk or otherwise be contrary to their interests.

If you have a concern about a photograph, story or other personal information published on our website, please contact our Information Officer using the details below.

8. Who may receive personal information?

We may share personal information where this is necessary, lawful and appropriate, including with:

- service providers who process information on our behalf;
- payment providers where necessary to process donations;
- technology, website hosting, email or other service providers;
- funders or partners where this is necessary and lawful;
- government departments, regulators or law-enforcement authorities where required by law; or
- other parties where you have given appropriate consent or where another lawful basis for sharing applies.

Where third-party service providers process personal information on our behalf, we take reasonable steps to ensure that appropriate confidentiality and data protection obligations are in place.

9. How we protect personal information

Hands and Feet takes reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction.

These measures include appropriate access controls, password protection, secure storage and confidentiality requirements for people who have access to personal information.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

10. How long do we keep personal information?

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, or where we are required or permitted to retain it by law, contractual obligations, donor requirements or legitimate organisational needs.

When personal information is no longer required, we will take reasonable steps to securely destroy, delete or anonymise it.

11. Your rights

Subject to the limitations and requirements of POPIA, you have rights in relation to your personal information, including the right to:

- ask whether we hold personal information about you;
- request access to personal information we hold about you;
- request that inaccurate or incomplete information be corrected;

- request deletion of personal information where there is a lawful basis to do so;
- object to certain forms of processing;
- withdraw consent where processing is based on consent; and
- lodge a complaint with the Information Regulator of South Africa.

To exercise your rights, please contact our Information Officer using the details below.

We may need to verify your identity before responding to a request.

12. Information Officer

Our appointed Information Officer is:

Amy Wright

Email: amy@handsandfeet.org.za

You may contact the Information Officer regarding:

- questions about this Privacy Notice;
- requests to access or correct personal information;
- privacy concerns or complaints;
- withdrawal of consent; or
- suspected breaches of personal information.

You also have the right to lodge a complaint with the **Information Regulator of South Africa** if you believe that your personal information has been processed unlawfully or that your rights under POPIA have been infringed.

13. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our website, the services we use, our information practices or applicable legal requirements.

The updated version will be published on this page together with the date on which it was last updated.

14. Contact us

If you have any questions about this Privacy Notice or how Hands and Feet handles personal information, please contact:

Hands and Feet

Cape Town, South Africa, **Email:** amy@handsandfeet.org.za