

Privacy Policy

Effective date: 13 August 2026

Hands and Feet NPC (“Hands and Feet”, “we”, “us” or “our”) is a South African non-profit company committed to empowering families and restoring communities. We respect your privacy and are committed to protecting the personal information of everyone who interacts with us — including donors, funders, supporters, volunteers, newsletter subscribers, families and children in our care, job applicants, and visitors to our website. This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and what rights you have, in accordance with the Protection of Personal Information Act 4 of 2013 (“POPIA”).

1. Who we are

Hands and Feet operates the Hope Centre and related family-strengthening programmes.

Trading name	HANDSANDFEET NPC
NPO registration number	222-903
NPC registration number	2019/007882/08
Public Benefit Organisation (Section 18A) number	930065371
Operating address	27 Camp Road, Strandfontein
Website	www.handsandfeet.org.za
Email	hello@handsandfeet.org.za

2. Our Information Officer

Under POPIA, our Information Officer is responsible for ensuring that Hands and Feet complies with data protection law and for handling requests and complaints relating to personal information.

Information Officer: Kim Rensburg

Email: hello@handsandfeet.org.za

Postal address: Hope Centre, Camp Road, Strandfontein, Cape Town, South Africa

3. Scope of this policy

This policy applies to personal information collected through www.handsandfeet.org.za, our social media pages, our email communications, donation and volunteer sign-up forms, in-person interactions at the Hope Centre, and any other channel through which Hands and Feet collects personal information. It applies to donors and funders, newsletter subscribers, volunteers, job and internship applicants, families and children who participate in our programmes, and general website visitors.

4. Personal information we collect

Depending on how you interact with us, we may collect:

- Contact details — full name, email address, phone number, and postal address.
- Donation information — details you provide when making a once-off or recurring donation, such as donation amount and frequency. Card and banking details are entered directly into our payment processor's secure platform and are not stored by Hands and Feet.
- Communication preferences — whether you have subscribed to our newsletter or asked to be contacted about volunteering or giving.
- Messages you send us — the content of any enquiry, message, or feedback submitted through our website forms, email, or social media.
- Programme and beneficiary information — for families and children who take part in our services (such as the Drop-In Centre, ECD, and family strengthening programmes), we may collect information relevant to the support we provide, including information shared with our social workers and practitioners. This information is treated with the highest level of confidentiality and is subject to the professional and ethical obligations of our registered staff (see section 9).
- Photographs and stories — with specific consent, we may collect photographs, videos, or personal stories for use in our newsletters, website, reports to funders, and social media.
- Technical information — standard website usage data (such as browser type and pages visited) collected automatically when you visit our site.
- Recruitment information — CVs, references, and related details submitted by job or volunteer applicants.

5. Why we collect and use your information

We collect and use personal information for purposes that include:

- Processing and acknowledging donations, and issuing Section 18A tax certificates.
- Sending newsletters, impact updates, and appeals to supporters who have subscribed or donated.
- Responding to enquiries submitted through our website, email, or social media.
- Coordinating volunteering, partnerships, and “get involved” opportunities.
- Delivering our family-strengthening, child protection, and community development programmes to the families and children we serve.
- Reporting to funders, government departments, and regulators as required for our registration and funding obligations.
- Maintaining the security, integrity, and proper functioning of our website.
- Complying with our legal, tax, and regulatory obligations as a registered NPC, NPO, and Section 18A PBO.

We only use your information for the purpose for which it was collected, or for a directly related purpose, and we do not sell, rent, or trade personal information to third parties.

6. How we share your information

We may share personal information with:

- Service providers who help us operate our website, process payments, and send email communications (for example, our web hosting provider, payment gateway, and newsletter

platform), who are contractually required to protect your information and use it only as we instruct.

- Government departments and regulatory bodies with which we are affiliated or required to report, including the Department of Social Development, the City of Cape Town, and the Western Cape Street Children's Forum.
- Professional bodies, where required by law or professional ethical obligations (for example, HPCSA and SACSSP for our registered practitioners).
- Auditors, legal advisors, and our board, where necessary for governance and compliance.

We do not share information about the children and families we serve outside of these limited, lawful purposes, and never for marketing purposes.

7. Children's and beneficiaries' information

Hands and Feet works directly with children and families, and we take the protection of this information particularly seriously. Information relating to children in our care is collected and used only by qualified, registered staff for the purpose of providing care, protection, and support, in line with the Children's Act and relevant professional codes of conduct. We obtain the consent of a parent, guardian, or care-giver before collecting or publishing any photograph, video, or story involving a child, and such consent can be withdrawn at any time by contacting us.

8. Cookies and website analytics

Our website may use cookies and similar technologies to help the site function properly and to understand how visitors use our site (for example, through tools such as Google Analytics). You can set your browser to refuse cookies, though some parts of the website may not function as intended if you do so.

9. Data security

We take reasonable technical and organisational measures to protect personal information against loss, unauthorised access, alteration, or disclosure. Access to sensitive information — particularly information relating to the families and children we support — is limited to staff who need it to perform their role, and our registered social work and healthcare staff are additionally bound by professional confidentiality obligations.

10. Retention of information

We keep personal information only for as long as necessary to fulfil the purpose for which it was collected, or as required by law (for example, financial and tax records relating to donations, which we retain in line with our statutory record-keeping obligations). When information is no longer needed, we delete or de-identify it.

11. International supporters

Hands and Feet has supporters based both in South Africa and overseas. Where information from an international donor or supporter is processed, we take reasonable steps to ensure it is protected to a standard consistent with POPIA, including through the safeguards required of our payment and email service providers.

12. Your rights

Under POPIA, you have the right to:

- Be informed about what personal information we hold about you and why.
- Request access to the personal information we hold about you.
- Request that we correct or update inaccurate or outdated information.
- Request that we delete or destroy personal information that we are no longer authorised to hold.
- Object to the processing of your personal information, including for direct marketing purposes.
- Withdraw consent (for example, to receiving our newsletter) at any time, without affecting the lawfulness of processing carried out before you withdrew consent.
- Lodge a complaint with us, or with the Information Regulator, if you believe your information has been mishandled.

To exercise any of these rights, please contact our Information Officer at hello@handsandfeet.org.za. You may unsubscribe from our newsletter at any time using the link provided in every email we send.

13. Lodging a complaint with the Information Regulator

If you are not satisfied with how we have handled your personal information, you may contact South Africa's Information Regulator:

Website: www.justice.gov.za/infoereg

Email: complaints.IR@justice.gov.za

14. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices, our website, or the law. The “Effective date” at the top of this policy will indicate when it was last revised. We encourage you to review this policy periodically.

15. Contact us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

Email: hello@handsandfeet.org.za

Address: Hope Centre, Camp Road, Strandfontein, Cape Town, South Africa