

# Shiloh Ministries Website Privacy Policy

Effective date: 23/11/2022

Under the Protection of Personal Information Act, 04 of 2013 ("POPIA"), we have a general legal duty to protect the information we process. Shiloh Ministries is committed to ensuring the security and protection of the Personal Information processed by us, and to provide a compliant and consistent approach to data protection.

This document informs you of our policies regarding the collection, use, and disclosure of personal data when you use the Shiloh Website and the choices you have associated with that data.

By using this website [www.shiloh.co.za](http://www.shiloh.co.za), or any associated applications or APIs (together, the "Shiloh Website"), you agree to the terms of our Privacy Policy.

"We" are Shiloh Ministries NPC, and "us", "our", "the Church" and "Shiloh" have a corresponding meaning herein. "You" and "your" refer to the User (User, includes members or guests of and/or to the Shiloh Website).

By using the Shiloh Website, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms of Use.

You herewith consent to electronic direct marketing as in terms of Section 69 of the Act and agree to the extent selected or prompted by yourself, that we may record and process Personal Information in relation to online registration, newsletters, message boards, surveys, polls, professional announcements and other mobile services.

## 1. Purpose

- 1.1. For the purposes of this policy, Personal Information will be understood in accordance with the definition provided in the Protection of Personal Information Act 4 of 2013 ("the Act"). Shiloh also subscribes to the principles for electronically collecting Personal Information outlined in the Act, and the further legislation referred to therein. We endeavor to ensure the quality, accuracy and confidentiality of Personal Information in our possession.
- 1.2. In adopting this Privacy Policy, we wish to balance our legitimate interests and your

reasonable expectation of privacy. Accordingly, we will take all reasonable steps to prevent unauthorised access to or disclosure of your Personal Information. However, it should be stressed that it is impossible to guarantee that your Personal Information shall be 100% secure.

## **2. Information Collection and Use**

We collect different types of information to maintain our membership register, function as a spiritual household and serve, provide and improve our interactions with you. Information collected, used and retained are done so in order to optimize the functioning of the Church. The types of information we collect include:

### **2.1 Personal Information**

Users will be prompted to register as a member with Shiloh. In so doing, we may request you to provide us with certain personally identifiable information (Personal Information) for you and your family. This may include, but is not limited to:

- 2.1.1. First and last name
- 2.1.2. Cell phone number
- 2.1.3. Email address
- 2.1.4. Address, Province, City and Postal code
- 2.1.5. Cookies and Usage Data
- 2.1.6. Date of Birth & Age
- 2.1.7. Marital status
- 2.1.8. Wedding Anniversary
- 2.1.9. Occupation

Payment details will be required to buy products from the site, if-and-when an online shop is activated on the Shiloh Website. All payment information will be captured through the Shiloh Website and processed by selected third-party payment gates. Shiloh shall not retain any payment information on behalf of its Users.

### **2.2 Log Files**

- 2.2.1 When you access the Shiloh Website, even if you do not create an account, we may collect certain information automatically, such as your IP address, the name of your ISP (Internet Service Provider), your browser, the website from which you visit us, the pages on our website that you visit and in what sequence, the date and length of your visit, and other information concerning your computer's operating system, language settings, and broad demographic information. This

information is aggregated as anonymous data and does not identify you specifically.

- 2.2.2 However, you acknowledge that this data may be able to be used to identify you if it is aggregated with other Personal Information that you supply to us. This information is not shared with third parties and is used only within Shiloh on a need-to-know basis.
- 2.2.3 Any individually identifiable information related to this data will never be used in any way different to that stated above, without your explicit consent.

### **2.3 Tracking & Cookies Data**

- 2.3.1 We use cookies and similar tracking technologies to track the activity on the Shiloh Website and retain certain information. Cookies are files with small amounts of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information to improve our service and analyse the Shiloh Website and your usage thereof.
- 2.3.2 However, in order to comply with the principles of Openness and Process Limitation, as set out in the POPI Act. The User shall be prompted to set your browser preferences to refuse all cookies or to indicate when a cookie is being sent. It should be noted that should you disable cookies on your browser that some elements of the Shiloh Website, especially those features that improve and operate User interface and experience, will also be disabled.
- 2.3.3 Examples of Cookies we use:
  - 2.3.3.1 "Session cookies": These are used to maintain a so-called 'session state' and only last for the duration of your use of the Shiloh Website. A session cookie expires when you close your browser, or if you have not visited the server for a certain period. Session cookies are required for the Platform to function optimally but are not used in any way to identify you personally.
  - 2.3.3.2 "Permanent cookies": These cookies permanently store a unique code on your computer or smart device hard drive to identify you as an individual User. No Personal Information is stored in permanent cookies. You can view permanent cookies by looking in the cookies directory of your browser installation. These permanent cookies are not required for the Shiloh Website to work but may enhance your browsing experience.
  - 2.3.3.3 "Preference Cookies": We use Preference Cookies to remember your preferences and various settings.
  - 2.3.3.4 "Security Cookies": We use Security Cookies for security purposes.

### **3. Use of Data**

Shiloh uses the collected data for various purposes, including but not limited to:

- 3.1. The provision and performance of the Shiloh Website.
- 3.2. Informing you of changes made to the Shiloh Website.
- 3.3. Informing you of Church developments and newsletters.
- 3.4. Respond to any queries or requests you may have.
- 3.5. Providing membership care and support.
- 3.6. Providing analysis or valuable information for improving the Shiloh Website.
- 3.7. To develop services, features and functionality.
- 3.8. Detect, prevent and address technical issues.
- 3.9. Understanding general User trends and patterns so that we can develop and support existing and ongoing marketing strategies.
- 3.10. For security, administrative and legal purposes.
- 3.11. The creation and development of market data profiles which may provide insight into market norms, practices and trends to help us improve our offering to you. Such information will be compiled and retained in aggregated form but shall not be used in any way which may comprise the identity of a User.

### **4. Transfer of Data**

- 4.1. Your information, including Personal Information, may be transferred to and from South Africa to external servers located outside of your province, country or governmental jurisdiction, where the data protection laws may differ from those from your jurisdiction.
- 4.2. Your usage of the Shiloh Website followed by your submission of such information represents your agreement to such transfer.
- 4.3. Shiloh will take all steps reasonably necessary to ensure that your data is treated and controlled securely.

### **5. Disclosure of Data**

Shiloh may disclose your Personal Information in the good faith where such action is necessary to:

- 5.1 To comply with a legal obligation.
- 5.2 To protect and defend the rights or property of Shiloh.
- 5.3 To prevent or investigate possible wrongdoing in connection with the usage of the Shiloh Website.
- 5.4 To protect the personal safety of Users of the Shiloh Website and the public in general.
- 5.5 To protect against legal liability.

## **6. Security of Data**

6.1 We are committed and legally obliged to provide protection for the Personal Information we hold and to prevent unauthorized access and use of Personal Information, by deploying industry-grade security safeguards and protocols. We will, on an ongoing basis, continue to review our security controls and related processes to ensure that your Personal Information remains secure.

6.2 Our security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to Personal Information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of Personal Information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

6.3 When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that Personal Information that we remain responsible for, is kept secure.

6.4 We will ensure that anyone to whom we pass your Personal Information agrees to treat your information with the same level of protection as we are obliged to.

## **7. Service Providers**

We may employ third-party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform related services or to assist us in analysing how our Service is used. These third parties have limited access to your web websites only to perform these tasks on our behalf and are bound by this privacy policy to not disclose or use any of the data provided other than for the performance of their appointment.

## **8. Links Third Party Websites**

8.1. Shiloh, and the services available through the Shiloh Website, may contain links to other third-party websites, API's or applications, including but not limited to social media

platforms, payment gateways, or live chat platforms ("Third Party Websites" or "Third Party Service Providers"). If you select a link to any third-party website, you may be subject to such Third-Party Website's terms and conditions and/or other policies, which are not under the control, nor responsibility, of Shiloh.

- 8.2. Hyperlinks to Third Party Websites are provided "as is", and Shiloh does not necessarily agree with, edit or sponsor the content on Third Party Websites.
- 8.3. Shiloh does not monitor or review the content of any third-party website. Opinions expressed or material appearing on such websites are not necessarily shared or endorsed by us and we should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content, of other websites, either.
- 8.4. Users should evaluate the security and trustworthiness of any Third-Party Website before disclosing any Personal Information to them. Shiloh does not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of Personal Information.

## 9. Analytics

We may use Third-Party Service Providers to monitor and analyze the use of our Service some of these Service Providers may include:

- 9.1 Google Analytics, a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network. You may opt-out of certain Google Analytics features through your device settings, such as your device advertising settings or by following the instructions provided by Google in their Privacy Policy: <https://policies.google.com/privacy?hl=en>
- 9.2 For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>
- 9.3 Firebase, an analytics service provided by Google Inc. You may opt-out of certain Firebase features through your device settings, such as your device advertising settings or by following the instructions provided by Google in their Privacy Policy: <https://policies.google.com/privacy?hl=en>
- 9.4 We also encourage you to review Google's policy for safeguarding your data: <https://support.google.com/analytics/answer/6004245>. For more information on what type of information Firebase collects, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

## **10. Children's Privacy**

We collect basic information on persons under the age of 18 ("Children"), who are enrolled or applying to be enrolled in our Children or Youth Ministries. The aforementioned information is subject to the approval and informed consent of the parent or guardian of the respective child, as required under Section 34(1) of the POPI Act. Take note that the consent to process may at any time be revoked by the respective parent or guardian.

## **11. Changes to the Privacy Policy**

We may amend our Terms of Use and Privacy Policy from time to time. By accessing the Shiloh Website you are bound to the version of the Terms published at the time of any visit to this website. We will notify you of any changes to via email and/or a prominent notice on the Shiloh Website as and when these changes are effected. You agree to view the current version each time you access the website. A certificate signed by the administrator responsible for maintaining this website will be *prima facie* proof of the date of publication and content of the current version and all previous versions of the conditions.

## **12. Access to information**

You have the right to request a copy of the Personal Information we hold about you. To do this, simply contact us on the details provided at the bottom of the document and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your Personal Information.

## **13. Correction of your information**

You have the right to ask us to update, correct or delete your Personal Information. We will require a copy of your ID document to confirm your identity before making changes to Personal Information we may hold about you. We would appreciate it if you would keep your Personal Information accurate.

## **14. Definition of Personal Information**

According to the Act, "**Personal Information**" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act.

## **15. Application of The Electronic Communications and Transactions Act 25 Of 2002 ("ECTA")**

15.1 Data Messages (as defined in the ECTA) will be deemed to have been received by

Shiloh if and when Shiloh responds to the Data Messages.

- 15.2 Data Messages sent by Shiloh to a User will be deemed to have been received by such User when successfully in terms of the provisions specified in section 23(b) of the ECT Act.
- 15.3 Users acknowledge that electronic signatures, encryption and/or authentication are not required for valid electronic communications between Users and Shiloh.
- 15.4 Users warrant that Data Messages sent to Shiloh from any electronic device, used by such User, from time to time or owned by such User, were sent and or authorised by such User, personally.
- 15.5 Shiloh Ministries NPC is a Non-Profit Company under Section 10 of the Companies Act 61 of 2008 (as amended) with registration number 2022/556564/08.
- 15.6 Our address of establishment is Farm 298, Portion 206 Kameeldrift East, Jr, Pretoria, Gauteng, South Africa, 0035 known as Plot 206 of Hoefyster Crescent, Roodeplaat, and we will accept service of all legal documents there.
- 15.7 Our Website is located at: [www.shiloh.co.za](http://www.shiloh.co.za)
- 15.8 Our telephone and support number are 012 548 4200.

## **16. How to contact us**

If you have any queries about our Privacy or POPI Policy or our privacy practices; wish to withdraw consent; exercise preferences or access or correct your Personal Information, please send an email to:

office@shiloh.co.za.

