Privacy notice

How The EARTH Centre handles personal information

The EARTH Centre NPC is the party responsible for the personal information it processes. This notice applies to beneficiaries, parents and caregivers, school contacts, volunteers, donors, applicants, employees, suppliers, visitors and people contacting us. Specific enrolment, employment, donation and consent forms provide additional information for those activities.

NPO 211-253 | NPC 2013/212606/08 | PBO 930058725

125 Peter Road, Ruimsig | info@earthcentre.org.za | www.earthcentre.org.za

Postal address: PO Box 1319, Ruimsig 1732. Privacy requests: info@earthcentre.org.za, marked for the Information Officer. Registered Information Officer: Nancy Balasar / Kirsty Popplestone

What we collect and where it comes from

Depending on your relationship with EARTH, we may collect identification and contact details; communication and enquiry records; donation and transaction details; employment or volunteer records; references and authorised screening outcomes; attendance and programme observations; and relevant emergency, health, disability or support information. Images, voice recordings and personal stories are handled under separate permissions where required.

We usually collect from you or a legally competent person acting for a child. Relevant information may also come from partner schools and therapists, referees, screening authorities, payment providers and authorised service providers. We collect only what is needed for the stated purpose.

Why do we use it?

We use information to respond to enquiries; assess suitability and support safe participation; deliver programmes and understand progress; manage volunteers and employees; administer donations, receipts and grants; coordinate schools and suppliers; safeguard children; respond to incidents; and meet legal, accounting, governance and reporting obligations.

Lawful grounds and your choices

Processing must have a lawful basis, such as a legal duty, an agreement, a legitimate interest recognised by law or valid consent. Children's information and health or other special personal information require the additional authorisation that POPIA requires. We do not rely on one blanket consent for every activity.

Required information is identified in the relevant form. If essential safety, contact or screening information is unavailable, we may be unable to offer a placement or service safely. Optional image permission and marketing choices are separate; declining them does not by itself prevent participation.

Sharing protection and your rights

Who may receive information

Access is limited to authorised people with a relevant need. Necessary information may be shared with schools and caregivers, programme professionals, screening authorities, emergency responders, auditors and professional advisers, payment providers, insurers, IT operators and competent authorities. Sharing must be lawful, proportionate and protected. Donor reporting

should use aggregate or de-identified information wherever possible; a donation does not entitle a donor to identifiable child records.

Storage retention and overseas processing

We require reasonable safeguards for paper and electronic records, role-based access, confidentiality, secure disposal and appropriate operator agreements. We retain records only for as long as their purpose, legal requirements, contractual obligations or lawful safeguarding and claims needs justify, then securely destroy or de-identify them. Ask us about the retention period for a particular record.

Some approved technology services may process information outside South Africa. Before such use, EARTH must establish a lawful transfer basis and appropriate safeguards under POPIA. Ask the Information Officer about the relevant service, countries and safeguards. This notice is not blanket permission for overseas transfers.

Images messages and website use

Photographs, video, audio and personal stories are subject to separate choices and safeguarding review. Permission to participate is not permission for publicity. We do not add you to a volunteer group chat or electronic fundraising list merely because you enquire or donate. Electronic direct marketing requires the applicable lawful permission and a practical way to opt out.

Website enquiries may generate contact and technical records. EARTH must publish accurate details of any active cookies, analytics, embedded media and payment integrations in a website-specific notice. Do not submit confidential health or safeguarding records through a general website enquiry form.

Access correction objections and complaints

You may ask whether we hold your personal information, request access, ask for correction or lawful deletion, object where POPIA permits, and withdraw consent for future consent-based processing. Some records must still be retained or processed on another lawful basis. We may verify identity and authority without collecting more information than necessary. PAIA access to organisational records follows our PAIA Manual.

Contact info@earthcentre.org.za for the Information Officer. You may also complain directly to the Information Regulator: POPIAComplaints@inforegulator.org.za; 010 023 5200; Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191. Current complaint routes: https://inforegulator.org.za/complaints/.

Related documents: PAIA Manual; Personal Information Protection Policy; image and story permission forms. Notice version: November 2026. Confirm the Information Officer and actual technology processing details before publication.