# PRIVACY STATEMENT

## SECTION 18 OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

### YOUR PRIVACY AND PERSONAL INFORMATION

In terms of Section 18 of the Protection of Personal Information Act, 4 of 2013 ("POPIA"), The Scalabrini Centre of Cape Town (SCCT) must inform you about how and why we collect, use, share, and protect your personal information, as well as your rights under the Act.



### WHY WE COLLECT YOUR INFORMATION

We collect your information so we can:

- Help you with services and support by providing the best possible advice based on accurate information.
- Follow South African laws.
- Report to donors (safely and anonymously).
- Protect children and vulnerable people.



### WHAT INFORMATION WE COLLECT

We may ask for:

- Your name, ID, passport, asylum or refugee number.
- Your contact details (address, phone, email), and alternative contact details.
- Your age, gender, and nationality.
- Details of dependents (only if necessary)
- Information on your reasons for leaving your country or entering South Africa.
- Health, education, or other details if needed for service delivery

Sometimes we get information:

- From you directly, or from a family or friend seeking to assist you when you are unable to access our services.
- From partners, government, or other service providers.
- From our website (like cookies or IP address).



### DO YOU HAVE TO GIVE US THIS INFORMATION?

Providing your information is entirely voluntary. However, if you choose not to share certain details with us, it may limit our ability to offer you the full range of support or services that you need. Sharing your information helps us serve you better and ensures that we can respond effectively to your needs.



### WHO SEES YOUR INFORMATION?

Your information may be shared with:

- SCCT staff and volunteers.
- Partner organisations or service providers. (only shared after with your consent or anonymised)
- Government, if the law requires it (like the Department of Social Development for child protection or welfare cases).
- Donors (only in an anonymous way).

We will never sell your information.

Scalabrini
Centre of Cape Town

## HOW DO WE PROTECT YOUR PERSONAL INFORMATION?



We use strict safeguards to keep your personal information safe.

- Your data is stored securely, with access limited to authorised staff and volunteers.
- We use physical, electronic, and organisational measures to protect against loss, unauthorised access, misuse, or disclosure.
- Sensitive information (such as health or legal status details) is treated with extra care and protected through secure systems.
- We regularly review our security practices to keep your data safe.



## WHAT ARE YOUR RIGHTS?

You have the right to:

- Know when we collect or use your information.
- Ask to see the information we have about you.
- Object to the processing of your information
- Ask us to correct or delete your information.
- Complain if you are not happy with how we use your information.



## QUESTIONS & COMPLAINTS PROCESS

Who to contact if you have questions or complaints:

SCCT Information Officer:

- Address: 47 Commercial St, Cape Town City Centre, Cape Town, 8001
- Tel: 021 465 6433
- Email: info@scalabrini.org.za
- Website: www.scalabrini.org.za

If you are still not happy, you can complain to:

The South African Information Regulator:

- Address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
- Postal Address: P.O. Box 31533, Braamfontein, Johannesburg, 2017
- Tel: 010 023 5200
- Email: POPIAComplaints@inforegulator.org.za
- Website: www.inforegulator.org.za

## CHANGES TO THIS NOTICE

We may update this Privacy Notice from time to time to reflect changes in our services, the law, or how we protect your information.

- The updated notice will always be available on our website or at our offices.
- If we make important changes, we will let you know through email, our website, or by displaying the updated notice where our services are provided.
- The date of the latest version will always appear at the bottom of the notice.

*This Privacy Notice was last updated on 29 August 2025.*