



COOKIE POLICY

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**CONSENT TO PROCESS PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF INFORMATION ACT, 4 OF 2013 (POPIA)
(WEBSITE AND SOCIAL MEDIA COOKIE NOTICE)**

PLEASE READ THIS POLICY BEFORE YOU MAKE USE OF LIFELINE JHB’S ELECTRONIC FACILITIES OR PROVIDE LIFELINE WITH ANY PERSONAL INFORMATION. BY PROVIDING LIFELINE WITH YOUR PERSONAL INFORMATION, YOU CONSENT TO LIFELINE PROCESSING YOUR PERSONAL INFORMATION, WHICH LIFELINE UNDERTAKES TO PROCESS STRICTLY IN ACCORDANCE WITH POPIA.

1. INTRODUCTION

- 1.1. The Protection of Personal Information Act, 4 of 2013 (“POPIA”) gives effect to the constitutional right to data privacy in terms of Section 14 of the Bill of Rights of the Constitution;
- 1.2. **LifeLine Johannesburg** (“LifeLine JHB”) a NPO established under the laws of South Africa is a privacy conscious South African company. This Cookie Policy explains how we protect and use your information gathered via this Website and our social media platforms;
- 1.3. In terms of a law known as the Protection of Personal Information Act, 4 of 2013 (POPIA) everyone has the right to privacy, including the right to the lawful collection of one’s Personal Information;
- 1.4. In terms of this law (POPIA) requires website operators to inform Website Users /Visitors about their usage of Cookies and to collect the users/visitors consent of such Cookie use;

2. DEFINITIONS

- 2.1. **Cookies** means a small text file placed on your device by the websites that you visit. Cookies are then sent back to the website on each subsequent visit, or to another webpage that recognizes that cookie. Cookies are used in order to make the website work, or to work more efficiently, as well as to provide information to the owners of the website. Such information may be used to provide a more personalized and responsive service. Cookies may be either first party cookies set directly by us to your device, or third-party cookies set by a third party provider on our behalf;
- 2.2. **Personal Information** means information relating to a user /visitor to the LifeLine JHB Website;
- 2.3. **Website** means the LifeLine JHB website currently located at www.lifelinejhb.co.za.

3. PURPOSE

The purpose of this policy is to inform user /visitors to the LifeLine JHB Website as to why we use Cookies on our Website and how this could impact the user /visitors Personal Information.

4. APPLICABLE TO

4.1. This Cookie Policy, is applicable to

4.1.1. all LifeLine JHB's electronic platforms and facilities, including social media, websites, whether owned by, established by, used by, hosted by and / or accessed by LifeLine JHB; and

4.1.2. all Website users /visitors who may access and make use of the aforementioned LifeLine JHB electronic platforms and facilities, including, without detracting from the generality thereof, LifeLine JHB's employees, clients, suppliers, volunteers, service providers and / or other third parties;

5. COOKIES USED AND WHY

5.1. This Website uses cookies to improve the user /visitor experience and ensure that it is functioning effectively;

5.2. To the extent that information processed in connection with these Cookies should qualify as Personal Information, the legal ground for that processing is our legitimate interest in operating our Website (Section 11(1) of POPIA);

5.3. When we use cookies on our Website, we classify them into any one of the following categories:

- **Essential Cookies**, these Cookies enable core functionality such as security, verification of identity and network management. These Cookies are necessary for the Website to function and cannot be disabled. They are usually only set in response to actions made by the user /visitor which amount to a request for services, such as setting user /visitor privacy preferences, logging in or filling in forms.
- **Analytics Cookies**, these Cookies collect information on user /visitor usage of our Website. They identify a variety of metrics, for example, user /visitor internet browser, operating system, duration and number of page visits, errors experienced. The information collected is aggregated and anonymous. It does not allow personal identification, it only serves the purpose of evaluating and enhancing the user experience of our websites. This helps us to improve the way our Website works, for example, by ensuring that users /visitors are finding what they are looking for easily;
- **Functional Cookies**, these Cookies collect data to remember choices users /visitors make to improve and give a more personalised experience;

- **Marketing Cookies**, these Cookies are used to track advertising effectiveness to provide a more relevant service and deliver better adverts to suit user /visitor interests;
- **Social Media** cookies are set by social media services (e.g., Instagram, LinkedIn, Facebook) that we have added to our Website to enable the user /visitor to share our content with friends and networks. These Cookies are capable of tracking user /visitor browsers across other websites and building up a profile of interests. This may impact the content and messages you see on other websites you visit.

6. COOKIES CONTROL AND CONSENT

- 6.1. Users /visitors can control and manage cookies in various ways. It is worth bearing keep in mind that removing or disabling cookies may impact user /visitor experience and parts of our Website may no longer be fully functional, we therefore recommend that you accept and enable all Cookies on the “Settings” button on the Cookie Banner;
- 6.2. Where cookies are not strictly necessary for the provision of our Website, we will ask user /visitors to consent to our use of Cookies when you first visit our Website via our Cookie Banner. Consent can be provided by clicking on the “Accept” Button. You can manage your Cookie preferences by clicking on the “Settings” link on the banner. By default all Cookies barring the Essential Cookies are disabled, you can enable the Non-Essential Cookies on the “Settings” link on the Cookie Banner;
- 6.3. User /visitors may also be able to change browser settings in order to manage and control Cookies.;
- 6.4. Any consent to accept or decline Cookies is limited to this Website for which this Cookie Policy is posted and not for other sites or pages, which may be hyperlinked to our Website.
- 6.5. If LifeLine JHB makes significant changes to privacy settings or Cookies, Website visitors who previously consented will see the Cookie Banner reappear on the site to which the visitor can either accept or decline consent.

7. REVISION OF THIS POLICY

LIFELINE JHB reserve the right to and may from time to time update this Cookie Policy. When we make changes to this Policy, we will amend the revision date on the cover page, and such modified or amended Cookie Policy shall be effective as to you and your information as of that revision date. We encourage users /visitors to periodically review this Cookie Policy.