

PledgePal Privacy Policy

PledgePal ("we," "us," or "our") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, share, and protect your personal information when you use our website and services (collectively, the "Services"). By using our Services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

- **Personal Information:** When you create a profile, register a campaign, or make a donation, we may collect personal information such as your name, email address, postal address, phone number, and payment details.
- **Non-Personal Information:** We may collect non-personally identifiable information such as browser type, device information, and pages visited. This information helps us understand how users interact with our site and improve our Services.
- **Cookies and Tracking Technologies:** We use cookies and similar technologies to enhance your experience, analyse site usage, and deliver personalized content. You can control cookie settings through your browser, but some features of the site may not function properly if cookies are disabled.

2. How We Use Your Information

- **Service Delivery:** We use your personal information to create and manage your account, process donations, and communicate with you about your campaigns and contributions.
- **Improving Services:** We analyse your information to improve our website and Services, ensuring we meet your needs effectively.
- **Communication:** We may use your information to send you updates, newsletters, and promotional offers, provided you have opted in to receive such communications.

3. Sharing Your Information

- **With Campaign Beneficiaries:** If you donate to a campaign, we may share your name and email address with the campaign organizer to ensure transparency and proper acknowledgment.
- **With Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our website, processing transactions, or conducting research. These providers are contractually obligated to protect your information and use it only for the purposes we specify.
- **Legal Requirements:** We may disclose your information if required to do so by law, or in response to a subpoena, court order, or legal process.

4. Your Rights

- **Access and Correction:** You have the right to access and update your personal information at any time. If you need assistance, please contact us at [contact information].
- **Data Portability:** You can request a copy of the personal information we hold about you in a structured, commonly used, and machine-readable format.
- **Deletion:** You can request the deletion of your personal information, and we will honour your request unless we are required to retain it for legal reasons.
- **Opt-Out:** You can opt out of receiving marketing communications from us by following the unsubscribe instructions included in our emails or by contacting us directly.

5. Data Security

We use reasonable and appropriate security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. However, no internet transmission is entirely secure, and we cannot guarantee absolute security.

6. Cookies and Tracking

We use cookies to personalize your experience on our website, track user behaviour, and analyse trends. You can manage cookie settings through your browser, though disabling cookies may affect your experience on our site.

7. Children's Privacy

Our Services are not directed to individuals under 17 years of age. We do not knowingly collect personal information from children under 17. If we become aware that a child under 17 has provided us with personal information, we will delete such information from our records.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The effective date at the top of this page indicates when this Privacy Policy was last revised. Your continued use of the Services after we make changes constitutes your acceptance of the revised policy.

9. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at hello@pledgepal.co.za