

Privacy Policy

The Sweethearts Foundation

Last updated: March 2026

The Sweethearts Foundation respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website.

By using our website, you agree to the practices described in this policy.

1. Who We Are

The Sweethearts Foundation is a South African nonprofit organisation dedicated to transforming recyclable materials into mobility support for individuals in need.

Our website provides information about our programmes, collection initiatives, partnerships, and ways to participate in our mission.

2. Information We Collect

We may collect the following types of information when you interact with our website.

Personal Information

You may voluntarily provide personal information when you:

- Contact us through various forms
- Register as a Collection Point
- Register as a Collector
- Register for a Wheelchair
- Submit a collection request
- Make a donation
- Subscribe to communications
- Participate in surveys or feedback forms

This information may include:

- Name

- Email address
- Phone number
- Location
- Organisation name
- Collection Point details
- Any information you choose to include in messages or forms

Automatically Collected Information

When you visit our website, certain information may automatically be collected through analytics tools, including:

- IP address
- Browser type
- Device type
- Pages visited
- Time spent on pages
- Referring websites

This information helps us improve the functionality and effectiveness of our website.

3. How We Use Your Information

We use the collected information to:

- Respond to enquiries and requests
- Manage Collection Point registrations
- Manage Collector registrations
- Manage Wheelchair Requests
- Coordinate collection activities
- Improve website functionality
- Understand user engagement and improve user experience
- Share updates about The Sweethearts Foundation and its activities
- Maintain accurate Collection Point information on our website

We only collect information that is necessary for these purposes.

4. Sharing of Information

The Sweethearts Foundation does not sell, rent, or trade personal information.

Your information may be shared with trusted partners only when necessary to support our operations, such as:

- Website service providers

- Email communication platforms
- Technology providers that support our forms or analytics
- Logistics or recycling partners where necessary for collection coordination

All partners are expected to protect your information appropriately.

5. Cookies and Website Analytics

Our website may use cookies or similar technologies to improve functionality and understand how visitors use the site.

Cookies may be used to:

- Analyse website traffic
- Improve user experience
- Remember certain preferences

You can disable cookies in your browser settings if you prefer.

6. Data Security

We take reasonable steps to protect personal information from loss, misuse, unauthorised access or disclosure.

While we implement appropriate safeguards, no online system can guarantee complete security.

7. Your Rights

In accordance with applicable privacy laws, including the Protection of Personal Information Act (POPIA), you may request to:

- Access the personal information we hold about you
- Correct inaccurate information
- Request deletion of your information where appropriate

To make a request, please contact us using the details below.

8. External Links

Our website may contain links to external websites or third-party platforms. The Sweethearts Foundation is not responsible for the privacy practices of those websites.

We encourage you to review their privacy policies separately.



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9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our operations, technology, or legal requirements.

Any updates will be posted on this page with the updated revision date.

10. Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact:

The Sweethearts Foundation

Website:

<https://www.sweetheartsfoundation.org>

Email:

Hello@sweetheartsfoundation.org