



## Thina Privacy Policy

### 1. Introduction

At **Thina Outreach**, your privacy and data security are our top priority. We are committed to protecting your personal information and ensuring compliance with privacy laws, including South Africa's **Protection of Personal Information Act (POPIA)**. We take your privacy seriously and will only use your data as described in this policy.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our application, **Thina Outreach**. By using our app, you consent to the collection and use of your personal information as outlined in this policy.

Our services are currently available in South Africa, but we are considering potential future operations in **Europe, the United States, and Australia**. As such, we will comply with relevant privacy regulations in these regions, including the **General Data Protection Regulation (GDPR)** in the European Union and the **California Consumer Privacy Act (CCPA)** in the United States.

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### 2. Data We Collect

When you use the Thina Outreach app, we collect the following personal information:

- **Account Details:** Username, password, unique user ID.
- **Contact Information:** Email address, phone number.
- **Basic Personal Information:** Name, birth date, country of residence.
- **Geolocation Data:** To suggest nearby volunteer opportunities.
- **Calendar Access:** To integrate with your schedule for volunteer activities.
- **Photos & Images:** If you upload images to your profile or post in-app.
- **Device Information:** IP address, device type.
- **Payment Information:** For subscriptions and premium services only.
- **Push Notifications:** For updates, reminders, and events.
- **Volunteering Activities:** Data related to volunteer events and activities you participate in.
- **Interaction with Other Users:** Messaging and profile information of other users (e.g., volunteering history, badges, etc.).
- **Content:** Any images, posts, or articles you submit voluntarily.

**Important:** Users under the age of 18 are not permitted to use the Thina Outreach app. You will be required to provide your birth date during the account creation process to verify eligibility.

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### 3. How We Use Your Data

We use your personal data to:

- **Connect you with volunteering opportunities** based on your location and preferences.
- **Ensure organizations can contact you** about the activities you've signed up for.
- **Send notifications** (push and email) for event reminders, new opportunities, and platform updates.



- **Enable communication** between you and organizations or other users.
- **Verify your age** to ensure compliance with organization-specific age restrictions.
- **Enhance your experience** with geolocation to provide nearby opportunities.
- **Process payments** for premium services or event boosts.

We **will not** use your personal data for third-party analytics, remarketing, or selling external products/services. All donations and financial transactions are managed **externally** on the organizations' platforms, and we do not process or handle donations.

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#### 4. Data Sharing and Disclosure

We **do not share** your personal information with third parties except in the following circumstances:

- **With Organizations You Volunteer With:** We share your information with the nonprofit organizations you sign up to volunteer with so they can communicate with you regarding the events.
- **With Friends on the App:** Your profile (name, activity, badges, etc.) may be visible to friends on the platform.
- **For Legal Compliance:** We may disclose personal information to law enforcement or government agencies when required by law or if necessary to protect the safety of our users.

We will **not** disclose your personal data to any third-party companies, affiliates, or in the event of a business sale or merger.

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#### 5. Data Retention Policy

We retain your personal information as long as your account remains active. If you choose to delete your account, your personal information will be deleted permanently unless retention is required by law (e.g., for legal or regulatory purposes).

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#### 6. Data Security

We use industry-standard security measures and encryption to protect your personal information. Your data is stored securely, and we comply with the **POPIA** in South Africa, and we are prepared to comply with **GDPR** (Europe) and **CCPA** (California) if we expand into those regions.

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#### 7. User Rights and Control Over Data

As a Thina Outreach user, you have the following rights regarding your personal data:

- **Access and Edit Information:** You can view and edit your personal information within the app at any time.
- **Delete Your Account:** You can delete your account and personal information through the app. Once deleted, this information will be removed permanently unless retention is required by law.



- **Unsubscribe from Communications:** You can unsubscribe from email and push notifications at any time.
  - **Request Information:** You can contact us at any time to request what personal data we have collected about you.
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## 8. Cookies and Tracking

We do not use cookies or third-party tracking technologies.

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## 9. Legal Disclaimer

By using our app, you agree to the terms outlined in this policy. We take reasonable measures to ensure the security of your data but cannot guarantee complete security. We are not liable for any unauthorized access, hacking, or breaches that occur despite our security measures.

We do not take responsibility for any financial transactions, including donations, as all donations occur **externally** through third-party links provided by the nonprofit organizations. Thina Outreach is not liable for any issues related to those transactions.

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## 10. Changes to This Privacy Policy

We may update this policy periodically to reflect changes in our practices or legal requirements. You will be notified of significant changes via email, and the policy will be updated on our platform with a revision date.

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## 11. Contact Information

If you have any questions about this privacy policy or your personal data, please contact us at:

- **Thina Outreach**
  - Email: [thina.outreachsa@gmail.com](mailto:thina.outreachsa@gmail.com)
  - Phone: 0798827506
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## Thina Outreach Terms and Conditions

### 1. Introduction

These Terms and Conditions govern your use of the Thina Outreach application. By creating an account and using the app, you agree to comply with these terms.

### 2. User Eligibility



- **Age Requirement:** Only users over the age of 18 are permitted to create accounts and participate in volunteer activities.
- **Account Creation:** You are required to sign up and create an account to access the app. You are responsible for maintaining the confidentiality of your login information.
- **Account Management:** Users can view, edit, or delete their account and personal information within the app.

### 3. Permitted Uses

- You may use the app to find volunteer opportunities, communicate with organizations, and interact with other users.
- You may **not** share your content (images, posts) to external social platforms (such as Facebook, Twitter) at this time.
- You can post images, content, and volunteer experiences directly on the app.

### 4. Subscription Services

- Users may purchase **premium subscriptions** for additional features such as event boosts, premium access, and rewards.
- Payments are processed securely, and no credit card or banking details are shared with third parties.

### 5. User Responsibilities

- You are responsible for the accuracy of the information you provide during sign-up and while using the app.
- You are responsible for adhering to any cancellation or no-show policies for volunteer events.
- You agree to use the app for lawful purposes and in compliance with applicable laws.

### 6. Data Usage and Privacy

- Thina Outreach collects and uses your data as outlined in the **Privacy Policy**. By agreeing to these terms, you also agree to our data collection and usage practices.
- Your data will not be shared with third parties except for communication with the nonprofit organizations you volunteer with.

### 7. Limitation of Liability

- Thina Outreach is not liable for any interactions, disputes, or transactions that occur between users and nonprofit organizations.
- We are not responsible for any **donations** or **financial transactions** between users and organizations, as these take place externally.
- We are not liable for unauthorized access to your account due to a breach beyond our control.

### 8. Amendments

We reserve the right to modify these Terms and Conditions at any time. You will be notified of significant changes via email or app notification.

### 9. Contact Information

For any questions regarding these Terms and Conditions, contact us at:



- **Thina Outreach**
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- Phone: 0798827506