

## CBN SA Privacy Policy

The Christian Broadcasting Network, South Africa (CBN SA) is a Christian ministry dedicated to carrying out the Great Commission and is located and operating out of Cape Town, South Africa. CBN SA is committed to the protection of your personal information. This Privacy Policy sets out the basis on which we collect and use personal information about you as part of our ministry activities.

### **Who is Responsible for the Personal Information That We Collect?**

For the purpose of data protection law, CBN SA is the data controller in respect of the personal information that we collect and use as part of our ministry activities. CBN SA does not sell your information to others and will only share your information in the manner and for the reasons set forth below.

### **What Personal Information Do We Collect?**

You provide most such information when you register, buy, post, participate in a contest or questionnaire, or communicate with us. For example, you provide information when you place an order for materials; provide information in Your Account (and you might have more than one account if you have used more than one e-mail address when registering with us); communicate with us by letter, phone or e-mail; complete a questionnaire or a contest entry form; or otherwise transmit such information to us. As a result of those actions, you might supply us with such information as your name, address, email address, and phone number; credit card information; the same information may have been supplied for the people to whom items have been shipped, including addresses and phone numbers; e-mail addresses; content of reviews and e-mails to us, and financial information.

**NOTE:** Credit card numbers are used only for donation or payment processing and are not retained for other purposes.

Some information is provided automatically to us. Examples of the information we collect and analyze include the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; passwords used for our websites; computer and connection information such as browser type and version, operating system, and platform; the full URL clickstream to, through, and from our Web site, including date and time; cookie number; products you viewed or searched for; and the phone number you used to call. During some visits we may use software tools such as JavaScript to measure and collect session information, including page response times, download errors, length of visits to certain

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pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

CBN SA gathers information to more effectively operate its site and to help us personalize and improve your experience while using CBN SA sites. While some of the information collected is required for membership or necessary to use the services provided by the site, other information is voluntarily given by you as described above.

### **Sensitive or Special Categories of Information**

Some countries consider some personal information particularly sensitive or special. CBN SA only collects this data when voluntarily given by the individual, such as for processing certain requests (when necessary), and for statistical purposes only. CBN SA does not share this information with third parties for direct marketing purposes. Such information may include, but is not limited to, the following:

- Date of birth
- Nationality
- Gender
- Other demographic information

### **Website Usage Information**

We collect information when you provide it to us, such as when you post comments, use the “contact us” feature on the website, or otherwise communicate with us (such as by email, phone or via our social media pages).

As noted above, CBN SA collects certain information automatically when you use the website, such as the IP addresses and domain names of visitors, browser type, history of pages viewed and other usage information about your use of the website. We collect this information for site administration purposes, such as to analyze this data for trends and statistics. We may share statistical or aggregated non-personal information about our users with advertisers, business partners, sponsors and other third parties. This data is used to customize our website content and advertising to deliver a better experience to our users. Please see our policy on Cookies for more information.

### **How Do We Obtain Your Personal Information?**

As noted above, we collect information from you in the course of your use of the website, products or services. For example, we collect information from you when you become a Superbook champion (donor), or sign up for the Superbook Academy. We collect information from you when you contact or communicate with us (including through the

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website, by email or otherwise). We also automatically collect your personal information while you are using or monitoring any of the CBN SA websites.

### **How Do We Use the Personal Information We Collect?**

CBN SA collects personal information for the following purposes:

- To provide the CBN SA websites to you
- To determine membership eligibility and enrolment
- To register individuals for CBN SA services, products or events;
- To provide you with member benefits, products or services that you have requested and related information about those products and services;
- To communicate with you and to respond to prayer requests, concerns, or questions that you have raised with us;
- To administer and improve the CBN SA websites;
- To process your payment for CBN SA services, products and events;
- To process your donations to CBN SA;
- To administer and provide you with the benefits of being a champion/partner/donor of CBN SA;
- To send you, or for our third party partners to send you, information about products, services and events that may be of interest to you based on your preferences;
- To administer surveys and contests;
- To prevent and detect fraud; and
- To protect and enforce our legal rights.

We may also request your consent in circumstances where a legal justification over and above legitimate interests is required by applicable law (e.g., in relation to our use of certain cookies) and process your information based on such consent. You have the right to withdraw your consent at any time in your sole discretion.

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### **Who Do We Share Your Personal Information With?**

CBN SA reserves the right to disclose and/or transfer personal information to a third party, if CBN SA has reason to believe that disclosing personal information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) its rights or property, other website users or anyone else who could be harmed by such activities. Additionally, CBN SA may disclose personal information in response to a subpoena, warrant or other court order, or when we believe in good faith that a law, regulation, subpoena, warrant or other court order requires it, or authorizes us to do so, or to respond to an emergency situation.

We may share information with other CBN SA and affiliated entities, such as between the CBN SA and CBN Europe, or CBN inc in the USA.

See **Transfer of Personal Information Across Borders** section below.

We may also share your information with other trusted professional service providers, such as accountants and lawyers, who assist us in carrying out our activities. These service providers are prohibited from using your personal information for any purpose other than to provide such assistance and are legally required to protect personal information disclosed by CBN SA and to comply with the general privacy principles described in this Privacy Policy. For example, we share your information with service providers, contractors and sub-contractors to help us provide the website, products, events and services. We may also use a service provider to process payment information, manage our events, provide analytics or use third party software to manage our customer relationship management system. When we use service providers we provide limited access to your information so that the service provider can perform the tasks on our behalf. For more information about third party service providers, please see the CBN SA Third Party Service Provider Information.

In addition to the uses and disclosure of personal information noted above, personal information of CBN SA members and registrants may be shared with other entities when we have obtained your consent prior to such disclosure. When you have provided consent, we share your limited information, including personal information, as described at the time of consent for the consented purpose.

If you choose not to provide CBN SA with your personal information, you may still visit most of the CBN SA website. However, you may be unable to access certain areas, offers and services and you may be unable to take advantage of certain CBN SA benefits or membership.

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### **Transfer of Personal Information Across Borders**

CBN SA is a South African Christian organization which operates as part of a global ministry, headquartered and operating out of Virginia Beach, USA. We may allow your personal information to be shared with our related entities or third-party service providers based both within the United States and in other countries. This may entail a transfer of your information from a location within the European Economic Area (the “EEA”) to outside the EEA, or from outside the EEA to a location within the EEA.

When we provide your personal information to a third party service in other global regions, we do so in connection with providing you with member benefits, requested information or services or as required or authorized under law. It is possible the global entities, with which we share your information with, may not be subject to foreign laws that provide the same level of protection of information as your country of residence or employment, or may not be subject to any privacy obligations. Global entities may be required or compelled to disclose your personal information to a third party, such as an overseas authority.

Although we use reasonable efforts to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website and any transmission is at your own risk. Once we have received your personal information, we will always use reasonable and appropriate procedures and security features to prevent unauthorized access.

CBN SA also sends push notifications, the delivery of information from a software application to your mobile device through services such as Apple's Push Notification Service for iOS devices and Google's CD2M and Cloud Messaging for Android devices. Both services are standard features of these mobile device operating systems.

### **Your Rights, Including Removing, Correcting or Updating Personal Information**

If you wish to change your consent about how CBN SA discloses or uses your information, or wish to access, correct or update personal information (such as your address), we will endeavor to correct, update or remove the personal data you have given us.

### **How Long Will We Keep Your Credit Card Information?**

In general, we will keep your personal information only for such period as may be required or allowed by applicable law. Credit card numbers are only used for donation or payment processing and are not retained for any other purposes.

### **Links to Other Websites**

CBN SA's website may contain links to third party sites. These sites are not controlled by CBN SA and CBN SA is not responsible for any content contained on any such website.

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Third-party companies may serve ads and/or collect certain anonymous information when you visit our web site. These companies may use non-personally identifiable information (e.g., click stream information, browser type, time and date, subject of advertisements clicked or scrolled over) during your visits to this and other Web sites in order to provide advertisements about goods and services likely to be of greater interest to you.

These companies typically use a cookie or third party web beacon to collect this information. To learn more about this behavioral advertising practice or to opt-out of this type of advertising, you can visit [networkadvertising.org](http://networkadvertising.org).

CBN SA does not endorse any product or service of a third-party advertiser, and has no responsibility for the fulfillment of any order placed, the performance of any product or service offered, or the actions or inactions of any such third-party advertiser.

CBN SA is not responsible for the privacy practices employed by other sites, and the privacy practices employed by such sites may not be the same as CBN SA's practices. As with our website, you should become familiar with any external party's privacy policy before visiting and/or providing any personal information through any such site

### **Cookies**

CBN SA uses cookies to manage our website and email programs. A cookie is a small file placed on your computer when you visit a website. Cookies are used to store information to manage your website experience such as your type of web browser. A cookie can also store preference information to customize your website experience.

Cookies help us understand how users use our websites and emails so we can design better services in the future. Web browsers can be adjusted to disable cookies. However, CBN SA may not be able to provide you with all the service or functionality you require on the CBN SA website if you choose to disable cookies. For more information on cookies, please see the **CBN SA Cookie Policy**

### **Contacting CBN SA with Questions, Concerns or Complaints**

Should you have any questions, concerns or a complaint about this Privacy Policy, please contact:

[info@cbnsa.org](mailto:info@cbnsa.org) or +27 21 701 1776

You are entitled to make an anonymous complaint or inquiry in relation to this Privacy Policy or your privacy rights; however, we may require you to identify yourself if required by law or it is impracticable for us to deal with your matter otherwise.

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We will acknowledge receipt of any written complaint within five business days and will work to provide you with a written response within 30 days of receipt of your complaint. There may be instances where this is not possible due to the content of the complaint. In such circumstances, we will respond to your complaint in a reasonable and practical time. You also have the right to file a complaint with the appropriate governmental authority having jurisdiction over CBN SA.

#### **CBN SA Website and Communications Terms of Use**

Please refer to CBN SA's **Terms of Use** on all issues related to accessing, posting and sharing information through CBN SA's website and communication services. By using this CBN SA site, you are agreeing that your use and your relationship with CBN SA through the CBN SA website are governed by this Privacy Policy and CBN SA's Terms of Use. In case of conflict, the CBN SA Terms of Use shall control.

#### **Changes to Our Privacy Policy**

CBN SA reserves the right to change this Privacy Policy as CBN SA deems necessary or appropriate. Any material changes to the Privacy Policy will be posted. The updated Privacy Policy will take effect as soon as it has been updated.

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