PRIVACY NOTICE

Calvary Bible Church Ministries NPC
Trading as: **Calvary Bible Church Ballito**
Effective Date: 16 November 2026

Calvary Bible Church Ministries NPC, trading as **Calvary Bible Church Ballito** ("Calvary Bible Church", "we", "us" or "our"), respects the privacy of everyone who interacts with us, including visitors to our website, members of our church, visitors to our services and activities, volunteers, ministry participants, parents and guardians, and other individuals who provide us with their personal information.

This Privacy Notice explains how we collect, use, store, protect and otherwise process personal information in accordance with applicable South African law, including the **Protection of Personal Information Act 4 of 2013 ("POPIA")**, the **Promotion of Access to Information Act 2 of 2000 ("PAIA")**, the **Electronic Communications and Transactions Act 25 of 2002 ("ECTA")**, and other applicable legislation.

1. WHO WE ARE

The responsible legal entity for the processing of personal information described in this Privacy Notice is:

Calvary Bible Church Ministries NPC
Trading as: Calvary Bible Church Ballito
South Africa

For purposes of POPIA, Calvary Bible Church Ministries NPC is the **Responsible Party** in respect of personal information processed by or on behalf of the Church.
The Church has appointed an Information Officer responsible for assisting with compliance with POPIA and PAIA and for dealing with enquiries and requests concerning personal information.

Information Officer

Name: Storm Lindenberg
Email: storm@calvarybiblechurchballito.co.za
Telephone: +27 73 451 8010

2. WHAT PERSONAL INFORMATION WE COLLECT

Depending on how you interact with the Church, we may collect and process certain personal information, including:

- name and surname;
- telephone or mobile number;
- email address;
- date of birth;
- information relating to participation in church services, ministries, groups, events or activities;
- information voluntarily provided to us when communicating with the Church;
- information relating to children or minors where provided by a parent or lawful guardian;
- photographs, video recordings or other images where these are lawfully obtained and used;
- information relating to volunteering or ministry involvement where necessary;
- correspondence and communications with the Church; and
- technical information relating to use of our website, where collected by our website or hosting providers.

We **do not ordinarily collect or store South African identity numbers or residential street addresses** as part of our ordinary church membership and ministry administration.

We seek to collect only personal information that is adequate, relevant and reasonably necessary for the purposes for which it is processed.

3. INFORMATION RELATING TO RELIGIOUS BELIEFS

As a Christian church, some information provided to us may indicate or relate to a person's religious beliefs or participation in the Christian faith.

Under POPIA, information concerning religious beliefs is regarded as **special personal information**. POPIA provides specific authorisation for religious organisations to process information concerning their members where such processing is necessary to achieve the organisation's aims and principles. Where we process information relating to a person's religious beliefs or church involvement, we will do so only where permitted by POPIA and for legitimate church-related purposes, and we will take reasonable steps to protect that information.

We will not sell or trade information relating to a person's religious beliefs.

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storm@calvarybiblechurchballito.co.za
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4. WHY WE COLLECT PERSONAL INFORMATION

We may process personal information for purposes including:

- administering church membership and participation;
- communicating with members, visitors and ministry participants;
- organising church services, Bible studies, prayer meetings, small groups, events and other activities;
- maintaining appropriate church records;
- recording dates of birth where necessary for church administration, pastoral care, birthday recognition or other legitimate church purposes;
- communicating important church information;
- administering WhatsApp groups and other church communication groups;
- facilitating volunteering and ministry involvement;
- communicating with parents or guardians concerning children participating in church activities;
- responding to enquiries and requests;
- maintaining the security and proper functioning of our website and systems;
- complying with legal and regulatory obligations; and
- protecting the legitimate interests of the Church, its members and other individuals where permitted by law.

We will not use personal information for purposes that are incompatible with the purpose for which it was collected unless permitted by law or the necessary consent has been obtained.

5. WEBSITE CONTACT FORMS AND ONLINE INFORMATION

Where you provide personal information to us through our website, email, an online form or another electronic communication, we will process that information for the purpose for which it was provided and for other purposes permitted by law.

For example, if you submit an enquiry through the website, we may use your name, contact details and the contents of your enquiry to respond to you.

You should not submit sensitive personal information through an ordinary website contact form unless it is specifically requested and the method of collection is appropriate.

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6. WHATSAPP GROUPS AND CHURCH COMMUNICATION

We may use WhatsApp or other electronic communication platforms to communicate with members and participants in church activities.

Where a person voluntarily provides us with their mobile phone number for the purpose of church communication, we may use that number to add the person to an appropriate church WhatsApp group where this is necessary for the relevant church activity or communication.

Participation in church WhatsApp groups is voluntary.

A person may **leave a church WhatsApp group at any time**. A person may also contact the Church and request that their number no longer be used for that particular church communication purpose, subject to any information that we are required or permitted by law to retain.

Please note that participation in a WhatsApp group involves communication through a third-party platform. Depending on the person's WhatsApp settings, other members of the group may be able to see information such as the person's name, profile photograph, telephone number or other information that the person has chosen to make visible.

The Church does not sell, rent or trade mobile phone numbers.

WhatsApp is operated by a third party and is subject to its own privacy policies and terms. The Church is not responsible for the privacy practices of WhatsApp or for information that a participant independently chooses to make visible to other WhatsApp users.

7. CHILDREN AND MINORS

We recognise the importance of protecting the personal information of children.

Where we collect personal information relating to a child under the age of 18, we will do so in accordance with POPIA and other applicable laws, including obtaining consent from a competent person, such as a parent or lawful guardian, where required.

We may collect information concerning children for purposes such as:

- participation in children's ministry;
- Sunday school and Bible studies;
- church events and activities;

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- communication with parents or guardians;
- safeguarding and child-protection purposes; and
- appropriate administration of church activities.

We will take reasonable steps to ensure that information concerning children is handled securely and only used for legitimate purposes.

8. PHOTOGRAPHS, VIDEO AND OTHER IMAGES

Church services, events and activities may occasionally be photographed or recorded for legitimate church purposes, including communication, reporting, teaching, ministry promotion and publication on the Church's website or social-media platforms.

Where required by law or where reasonably appropriate, we will obtain consent before using identifiable photographs or recordings of individuals.

If you have a concern about a photograph or recording of you or your child being used by the Church, please contact the Information Officer using the contact details provided in this Privacy Notice.

9. HOW WE SHARE PERSONAL INFORMATION

We will not sell, rent or trade your personal information.

We may disclose personal information to third parties where this is:

- necessary to provide a service or administer a church activity;
- necessary for the operation of our website, email, communication or information-technology systems;
- necessary for legal or regulatory compliance;
- necessary to protect the rights, safety or property of the Church or another person;
- authorised or required by law; or
- otherwise permitted by POPIA.

Where we use service providers to process personal information on our behalf, we will take reasonable steps to ensure that appropriate confidentiality and security obligations apply.
We will not disclose information relating to a person's religious beliefs to third parties unless permitted by POPIA and, where required, the person's consent has been obtained.

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10. THIRD-PARTY SERVICE PROVIDERS

Our website and church administration may make use of third-party service providers, such as:

- website hosting providers;
- email and communication providers;
- online form providers;
- cloud-storage or document-management providers;
- WhatsApp and other communication platforms; and
- social-media platforms.

These providers may process information on our behalf or independently according to their own terms and privacy policies.

Where required by POPIA, we will take reasonable steps to ensure that third-party service providers maintain appropriate safeguards for personal information.

11. COOKIES AND WEBSITE TECHNOLOGIES

Our website may use cookies or similar technologies to ensure that the website functions properly, improve the user experience, understand website usage and, where applicable, provide website analytics.

Cookies are small files stored on your device when you visit a website.

Where our website uses non-essential cookies or third-party tracking technologies that require consent under applicable law, we will provide an appropriate mechanism for obtaining and managing that consent.

You can also manage or disable cookies through your browser settings, although doing so may affect the functionality of the website.

12. SECURITY OF PERSONAL INFORMATION

We take reasonable technical and organisational measures to protect personal information against:

- loss;
- theft;
- unauthorised access;

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- unauthorised disclosure;
- misuse;
- alteration; and
- destruction.

Access to personal information is limited to persons who require the information for legitimate church or administrative purposes.

However, no method of electronic storage or transmission over the internet can be guaranteed to be completely secure. We therefore cannot guarantee absolute security of personal information.

13. RETENTION OF PERSONAL INFORMATION

We will retain personal information only for as long as reasonably necessary for the purpose for which it was collected, unless:

- applicable law requires or permits longer retention;
- the information is required for legitimate church or administrative purposes;
- the information is required to establish, exercise or defend a legal right; or
- another lawful basis for retention exists.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or otherwise dispose of it.

14. ACCURACY OF PERSONAL INFORMATION

We seek to ensure that personal information in our possession is accurate, complete and up to date. You may contact the Information Officer if any personal information we hold about you is inaccurate, incomplete or outdated.

We may request reasonable information to verify your identity before making changes to personal information.

15. YOUR RIGHTS

Subject to the limitations and requirements contained in POPIA and other applicable legislation, you have rights including the right to:

- request confirmation as to whether we hold personal information about you;

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- request access to personal information that we hold about you;
- request correction or updating of inaccurate or incomplete information;
- request deletion of personal information where permitted by law;
- object to certain processing of your personal information;
- withdraw consent where processing is based on consent;
- object to the processing of your personal information for direct marketing purposes;
- request information regarding the processing of your personal information; and
- lodge a complaint with the Information Regulator where you believe that your personal information has been unlawfully processed.

These rights are subject to applicable legal limitations and do not necessarily apply in every circumstance.

16. WITHDRAWING CONSENT

Where we rely on your consent as the legal basis for processing your personal information, you may withdraw that consent by contacting our Information Officer.

Withdrawal of consent will not affect the lawfulness of processing that took place before the withdrawal.

Withdrawal of consent may also not require us to delete information where we are legally entitled or required to retain it or where another lawful basis for processing applies.

17. DIRECT MARKETING AND CHURCH COMMUNICATION

We may communicate with members, visitors and other individuals regarding church services, activities, events, Bible studies, prayer meetings, ministry opportunities and other church-related matters.

Where applicable law requires consent for unsolicited electronic direct marketing, we will obtain the required consent.

You may request that we stop sending you particular categories of communication.

Where a communication relates to the administration of a church activity, membership, group or service that you have requested or joined, it may not constitute direct marketing merely because it is communicated electronically.

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18. INTERNATIONAL TRANSFERS

Some of the service providers used by the Church may store or process personal information outside South Africa.

Where personal information is transferred outside South Africa, we will take reasonable steps to ensure that the transfer complies with POPIA, including applicable requirements relating to cross-border transfers of personal information.

19. DATA BREACHES AND SECURITY COMPROMISES

If we become aware of a security compromise involving personal information that triggers notification requirements under POPIA, we will take the steps required by law.

This may include notifying affected data subjects and the Information Regulator where required.

20. PAIA

The **Promotion of Access to Information Act 2 of 2000 ("PAIA")** provides a framework for requesting access to records held by private and public bodies, subject to the limitations contained in the legislation.

Where applicable, information about how to request access to records held by the Church is contained in our PAIA Manual.

21. INFORMATION OFFICER

The Church's Information Officer is:

Storm Lindenberg
Email: storm@calvarybiblechurchballito.co.za
Telephone: +27 73 451 8010

The Information Officer is responsible for assisting with the Church's compliance with POPIA and PAIA and may be contacted regarding:

- questions concerning this Privacy Notice;
- requests for access to personal information;

- requests to correct or update personal information;
- requests concerning the deletion or restriction of personal information where applicable;
- objections to processing;
- withdrawal of consent; and
- privacy-related complaints.

22. COMPLAINTS

If you have a concern or complaint regarding the way in which we have processed your personal information, we encourage you to contact our Information Officer first so that we can investigate and seek to resolve the matter.

You also have the right to lodge a complaint with the **Information Regulator of South Africa**.
Information Regulator
Website: https://inforegulator.org.za/

23. CHANGES TO THIS PRIVACY NOTICE

We may amend this Privacy Notice from time to time to reflect changes in our activities, technology, applicable legislation or regulatory requirements.

The most recent version will be published on our website together with the effective date.

24. CONTACT US

For privacy-related enquiries, please contact:

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