



## WHISPA WEBSITE PRIVACY NOTICE

The purpose of our privacy notice is to inform you about our policy and our use of the data and/or personal information we collect from you when you submit your data when utilising our website.

As the Operator of your information we are complying with the provisions of the POPI Act and informing you about what we use your data for, what your rights to the data you give us are and to tell you about who we are.

WHISPA is your confidant support programme for anyone living with Gender Based Violence (GBV). We operate a 24/7 helpline providing assistance in a professional, safe and confidential manner. Our telephonic team of experts are dedicated to the civil rights of every human being and are extensively trained in responding to Gender Based Violence.

Our address and contact details are;  
6 Sturdee avenue,  
Rosebank  
info@whispa.co.za  
011 912 1000

### **Data Collected**

We collect the following data if provided by the user: User name and email address.

### **Data Usage**

The information collected is utilised by us in order to respond to your enquiries made on our website. We need your data in order to send you information regarding our services as part of our legitimate interest in your enquiry.

We will not share your Data with any other third parties or use your data for any purpose other than described above. The information collected by us that you provide will not be used to make any automated decisions about you.

LifeSense Group (Pty) Ltd Reg No: 1999/005168/07

Head Office: 2<sup>nd</sup> Floor, 6 Sturdee Avenue, Rosebank, 2196; P O Box 52493 Saxonworld 2132 Tel: +27 (0) 861 11 2675 Fax: +27 (0) 861 10 14 51

Directors: A.K. Rowe (OPM - HBS)





Your data will also be used for correspondence or newsletters will be sent to you concerning our services using your name and email address.

### **Surveys**

When you take part in our surveys, your name, email address, organization, your position in the organization and your answers to the survey questions about our services are used to improve services. As part of our marketing and legitimate interest we may use some or all your comments and opinions as a trusted testimonial on our website. You may withdraw your consent for us to publish this at any time.

### **Consent**

We require your consent to obtain and use the data.

You may withdraw your consent at any time by notifying us in writing.

We will maintain your data on our records for as long as we have your consent to do so.

We will alter, delete/erase your data on your written instruction to do so.

Your Data will not be used abroad.

You can also request us to stop using your information at any time through withdrawal of your consent directed to us in writing or by clicking the unsubscribe button on any of our email's correspondence sent to you with this facility.

When you submit a review or complete survey about us, we record your name and your email address.

We use this information to provide verified independent views about our services to potential customers. Your name and the content of your review or survey (but not your email address or IP address) may be publicly displayed on our website. We will do this based on our legitimate interest in marketing our services.

Your details are shared with a third-party reviews system which is based abroad.

We do not use the information you provide to make any automated decisions that might affect you.

Your personal data is stored for as long as we are marketing the product or services that the review refers to, after which it is deleted. You may ask us to remove your review at any time.

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## **COMPLAINT**

You have a right to complain about our use of your information.

If we do not respond to your full satisfaction to you then your complaint can be directed to the Regulator's Office.

Kindly complete our request for consent form and return to us at the address provided therein.

Angus Rowe  
Information Officer

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