

HOPE Africa TERMS AND CONDITIONS

1. Detailed description of goods and/or services

HOPE Africa is a Non-profit company that raises funds to aid the Anglican church's response to poverty and inequality in society. HOPE Africa's support is on a non-denominational basis and focuses on building sustainable Partnerships, Capacity Building, Public Policy and Advocacy, and providing support and guidance to community projects.

2. Delivery policy

HOPE Africa does not provide any direct services to clients making payments. Reports on projects supported are posted on hopeafrica.org.za. South African taxpayers are able to send proof of payments to fundraising@hopeafrica.org.za to receive a Section 18a tax benefit certificate.

4. Return and Refunds policy

Refund requests should be sent to fundraising@hopeafrica.org.za within 10 business days of the payment. HOPE Africa will process the refund request within 30 days.

5. Customer Privacy policy

HOPE Africa shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

6. Payment options accepted

Payment may be made via Visa and MasterCard.

7. Card acquiring and security

Card transactions will be acquired for HOPE Africa via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

8. Customer details separate from card details

Customer details will be stored by HOPE Africa separately from card details which are entered by the client on PayGate's secure site. For more details on PayGate refer to www.paygate.co.za.

9. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

10. Responsibility

HOPE Africa takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

11. Country of domicile

This website is governed by the laws of South Africa and HOPE Africa chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 1 Braehead road, Kenilworth, Cape Town, 7708

12. Variation

HOPE Africa may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information

This website is run by Hope Opportunity Partnership Empowerment in Africa (Non Profit Company) based in South Africa trading as HOPE Africa and with registration number 2001/002361/08 and Delene Mark, Margaret Vertue, Tshepo Mokoka, Veliswa Baduza, Pumla Titus, Rhine Koloti, Odwa Gonya(Directors).

14. (Your Company) contact details

Company Physical Address: 01 Braehead road, Kenilworth, Cape Town, 7708

Email: fundraising@hopeafrica.org.za Telephone: 021 763 7300