

Terms and Conditions

This Agreement is a contract between you and LovingThyNeighbour and applies to your use of the electronic fund transfer or direct debit services. If you do not agree to these terms and conditions, then please do not use our services.

Amendments to this Agreement may be done at any time.

In this agreement, "you" or "your" means any person or entity using LovingThyNeighbour's service.

Payment Processing

LovingThyNeighbour credits a donor's authorized payment account and transfers the credited funds to the bank account of the selected organisation as designated by you. Donors may authorize a single or recurring payment to any Receiver or Project.

Donations

When you donate to your chosen Receiver/s, we partner with SureTransact which is a registered Payments collections gateway, and all financial information is stored as per government defined methods.

Identity

The identity of a user of the Website is completely under the control of the user. Any person can choose to remain anonymous or choose to share their information with a Receiver of a donation. You can instruct us to provide your information which will result in you being included in their database for their communication or other purposes. If you instruct us to provide your information, please familiarize yourself with the terms and conditions of the relevant Receiver in question.

User information

LovingThyNeighbour makes use of the Google Analytics functionality. To optimise the functionality and efficiency of the Website, we are dependent on information. This include browser type, date and time, country of origin, pages visited, etc. We are unable to collect private information that is not supplied as part of a registration process, which is subsequently protected by the highest levels of online security. For communication purposes, some basic information is requested, like cellphone, email, name, surname, etc.

Statistics

LovingThyNeighbour gather Website statistics and may display this information publicly or provide it to others. This may include what charity group receives the most support, which charity group receives the least support. Which days of the week the Website receives the most visits. Which charities provides the most activity updates, etc.

Cookies

To make repeat Website visits faster when returning to the same Website, your browser settings allow for a cookie string to be stored. For example, the LovingThyNeighbour logo will be saved and won't need to be downloaded when you return in the future. Consequently, the LovingThyNeighbour Website loads faster.