

Pro-Youth Foundation Terms and Conditions

Detailed Description of Goods and/or Services

Pro-Youth Foundation (Reg No: 21/2025/0513) is a non-profit organization in the youth development and community engagement sector. It offers programs and services including educational workshops, leadership and life skills training, entrepreneurship support, and community outreach initiatives aimed at empowering unemployed youth and young entrepreneurs in Namibia.

Delivery Policy

Subject to availability and receipt of payment, requests for services (e.g., workshop registrations, program enrollments, or donations) will be processed within 1 business day, with confirmation provided via email notification.

Return and Refunds Policy

Donation are non-refundable. The provision of services by Pro-Youth Foundation is subject to availability. In cases of unavailability (e.g., workshop cancellation due to insufficient participants), Pro-Youth Foundation will refund the client in full within 30 days. Cancellation of bookings or registrations by the client will attract a 10% administration fee to cover processing costs.

Customer Privacy Policy

Pro-Youth Foundation shall take all reasonable steps to protect the personal information of users, in accordance with the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be accessed at: <https://www.gov.za/documents/promotion-access-information-act>. Personal information is collected solely for the purpose of delivering services, processing payments, or communicating program updates.

Payment Options Accepted

Payment may be made via Visa, MasterCard, or bank transfer into the Pro-Youth Foundation's bank account. Bank details will be provided upon request for program registrations, donations, or other services.

Card Acquiring and Security

Card transactions will be acquired for Pro-Youth Foundation via DPO Group, the approved payment gateway for Namibian Acquiring Banks. DPO uses Secure Socket Layer 3 (SSL3) encryption, ensuring the highest level of security, and no card details are stored on the Pro-Youth Foundation website. For more details on DPO PayGate's security, visit www.paygate.co.za.

Customer Details Separate from Card Details

Customer details will be stored by Pro-Youth Foundation separately from card details, which are entered by the client on DPO's secure payment platform, ensuring enhanced security and compliance with data protection standards.

Merchant Outlet Country and Transaction Currency

The merchant outlet country at the time of presenting payment options to the cardholder is Namibia. The transaction currency is Namibian Dollar (NAD).

Responsibility

Pro-Youth Foundation takes full responsibility for all aspects of transactions, including the delivery of services (e.g., workshops, training programs), customer service, support, dispute resolution, and any associated deliverables.

Country of Domicile

This website is governed by the laws of Namibia. Pro-Youth Foundation 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, 2946 Stephenson Street, Windhoek, Namibia.

Variation

Pro-Youth Foundation may, in its sole discretion, amend these terms and conditions or any part thereof at any time without prior notice to users.

Company Information

This organisation is operated by Joseph Isaacs (director), trading as Pro-Youth Foundation, with registration number 21/2025/0513, based in Namibia.

This website is operated by Tangi P. Amalenge (sole trader), trading as Tangi Technologies, with registration number D/2015/2467, based in Namibia.

Pro-Youth Foundation Contact Details

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Website: www.proyouthfoundation.org