

CANCELLATION / DONATION REFUND POLICY

About Us:

We are a multidisciplinary charitable non-profit organization empowering and impacting unprivileged lives via our thematic verticals aligned to the United Nations SDG/s 1 to 5, 8 & 17.

1. Purpose of the Policy:

We make public our policy on refund and cancellation of donations received for the cause on payment gateway as hereunder:-

We use payment gateway for receiving donation

For Receiving Donation:

NO REFUND / CANCELLATION request for the donated amount by any donor will be entertained for online donations through the online payment gateway after the donation is accepted by our Online Payment Gateway service providers unless there is a fraud notification from our Payment Gateway Service Providers.

Once received the donation for a cause will not be refunded / reversed to the donor. No cancellation to be made. The donation is utilized for fulfillment of humanitarian objects of the organization which is empowering and impacting unprivileged lives across the nation irrespective of caste, creed, gender or affiliation, the expenses incurred for the said social projects cannot be refunded to the organization, hence we cannot refund the donated amount to the donor.

Credit / Debit Card Details :

You agree, understand and confirm that the card details provided by you for donating will be correct and accurate and you shall not use the card which is not lawfully owned by you. I.e. in a credit card transaction, you must use your own credit card. You further agree and undertake to provide the correct and valid card details as asked by the payment gateway service providers. Further the said information will not be utilized and shared by us with any of the third parties unless required by

law, regulation or court order. We will not be liable for any card fraud. The liability for use of a card fraudulently will be on you and the onus to 'prove otherwise' shall be exclusively on you.

Electronic Communications:

When you visit the Site or send emails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by email or by posting notices on the Site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

Donor Dissatisfaction: We reserve the rights to divert intended donations meant for a specific purpose by the donor to other domains in case of humanitarian rises risking lives and limbs

Eg: Donations meant for Education Sponsorship may be diverted to procure Hunger Relief Supplies in times of humanitarian crisis arising out of natural or man-made calamities and emergencies including pandemics or public lockdowns.

We will intimate the donor and provide feedback on utilization of the said donation

Payment Gateway:

We use Razorpay for processing payments. We/Razorpay do not store your card data on their servers. The data is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS) when processing payment. Your transaction data is only used as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is not saved.

The payment gateway adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

For more insight, you may also want to read terms and conditions of razorpay on <https://razorpay.com>

Third-Party Services:

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Links:

When you click on donation links on our website, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

Security:

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

Cookies :

We use cookies to maintain session of your user. It is not used to personally identify you on other websites.

Age Of Consent:

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

Changes To This Policy

We reserve the right to modify this policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

“END OF POLICY”

Last Reviewed on dt: 01.04.2022

Approved by : Chief Functionary & Board of Trustees

Place : Uttan, Mira Bhayander