

PRIVACY 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 respect your concerns about privacy and value the relationship we have with you. We are committed to the ethical collection, retention and use of information that you provide to us about yourself (“Personal Information”) on this site www.hhfngo.org (“Site”). This policy describes the types of personal information we collect, how we may use that information and with whom we may share it when you visit our site or use our services (collectively the “Services”). Our Privacy Policy also describes the measures we take to protect the security of the information. In addition, we describe the choices you can make about how we use the information you provide to us. We also tell you how you can reach us to update your contact information, remove your name from our mailing lists, or answer any questions you may have about our privacy practices.

We maintain full confidentiality of all donors and contributors on our mailing and email lists, which will neither be sold to nor exchanged with any other organization or commercial enterprise, and we honour donors’ opt-out choices in our mail, email, phone and other solicitations.

As a charitable organization, our interventions empowering and impacting unprivileged lives in India purely rely on donations through fundraising which secures our beneficiaries. We uphold any legal, statutory or regulatory requirements, and maintain our reputation and adherence to our values.

At Helping Hand Foundation, we respect the privacy of the users of our website. This Privacy Statement is intended to lay down the practices we follow for honouring the privacy preferences of the people visiting our website www.hhfngo.org. The Privacy Policy document also elaborates on our information collection and sharing practices. Irrespective of the mode in which we receive your personal information (whether via this website or over the phone or through any other means), we

make all earnest attempts to honour your privacy. This document contains the requisite information about our responsibilities, your rights, information which is collected by us and how it is used.

BY ACCESSING AND/OR USING THIS WEBSITE, YOU agree to abide by the practices described in this Privacy Statement which may be changed from time to time.

Information We Collect From You:

We collect information from you to extend services like processing of your donations, providing receipts and tax exemption certificates, sending regular updates about the work we do for the unprivileged beneficiaries, respond to your queries and apprising you of the new opportunities to help deprived and marginalized sections of India in a better way. However, you can access our web site without disclosing any of your personal data.

Depending on the type of communication or transaction, the personal information we collect may include, but is not limited to, IP Address from which you access the website, type of browser, O.S, date and time of your visit, pages you accessed, your name, postal address, date of birth, PIN code, telephone numbers, mobile phone numbers, your organization's name, email addresses, credit/debit card information, bank information or online transaction information.

Where And When We Collect Personal Information :

We seek your personal information when you make a donation, request a communication from us, register for an on-ground event, pledge support to our work and campaigns and apply for working or volunteering with Helping Hand Foundation. This information may be sought over the phone, through the website, via email or by the means of face-to-face interaction.

Information Security :

Helping Hand Foundation has in place the necessary security mechanisms and only designated Trustees have access to your personal information. All online transactions are done on a secure server. The information you provide on the donation transaction page is encrypted using SSL – Secure Sockets Layer (you will see a green padlock icon in the left hand side of the address bar in your browser). At the same time, the website address in the address bar at the top of the browser screen starts with an 'https' instead of an 'http'. Donation pages / tabs are connected to third party payment gateway which are governed by them and are verified by VeriSign and transactions are processed using a VeriSign merchant account.

DND / NCPR:

I agree and consent to receive all communications at the mobile number provided, even if this mobile number is registered under DND/NCPR list under TRAI regulations. And for that purpose, I further authorise Company to share/disclose the information to any third party service provider or any affiliates, group companies, their authorised agents or third party service providers.

Helping Hand Foundation or their third party service provider or any affiliates will be making calls and sending SMS/Email through a third party platform.

Email Communications :

When you ask us to send you email such as a free email newsletter, you may provide us with certain information such as your email address so we can fulfil your request. You may choose to provide additional information as well, such as your postal address and phone number.

Helping Hand Foundation May Share Your Personal Information

Except in the limited circumstances elicited below, Helping Hand Foundation will never intentionally share your email addresses, phone numbers or financial information.

Credit/Debit Card Transactions, Electronic Fund Transfers and Payments by Cheque: We avail the services of third parties to provide donation facilities by the means of cheque, credit/debit card payments or electronic fund transfers. While your information may be shared with these third parties, we make stringent efforts to require all third party service-providers to hold personal information in strict confidence. However, since we do not have complete control over these third parties, we cannot guarantee your privacy.

Necessity: If Helping Hand Foundation is convinced that there has been some inappropriate activity with or on our website/webpages, communications, charitable services or personal or real property or if we have reasons to believe that any using one of the Helping Hand Foundation website, our donors, employees, partners, vendors, etc. have been inflicted with any harm, we will disclose (we may or may not notify you) personal information as we deem appropriate.

Required by Law: If any government or legal bodies require any information from us under the purview of a law or a legal compliance, we may go ahead and disclose the same.

Add : 302, Ganesh Society No: 02 CHSL, Off Our Lady of Sea Church Rd, Uttan, Mira-Bhayander, Tal-Dist, Thane – 401106.
Tel : (022) 28451365 / (+91) 9987923843 / 9892757014 **Email** : hhfngo2011@gmail.com **Web** : www.hhfngo.org

Requesting Communication: We have on board certain vendors who execute several donor (existing or potential)-related activities for us like send direct mails, emailers, greeting cards, making phone calls, and others. We may share your information like phone numbers, email address, etc. with these agencies so that they can perform these activities on behalf of Helping Hand Foundation.

Cookie Policy :

Cookies are pieces of electronic information which will be sent by Helping Hand Foundation when you log onto our website. These will be placed in your computer's hard disk and enable us to recognise you as a user when you next visit.

You can configure your browser so that it responds to cookies the way you deem fit. For example, you may want to accept all cookies, reject them all or get notified when a cookie is sent. Please check your browser's settings to modify cookie behaviour as per your individual behaviour.

Please note that if you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites then you may not be able to use the website as it is intended.

Changes To this policy

As and when the need arises, Helping Hand Foundation may alter its privacy practices in accordance with the latest technology and trends. We strive to provide you with timely notice of these changes. You may reach out to us if you have any queries about any changes made to our practices.

“END OF POLICY”

Last Reviewed on dt: 01.04.2022

Approved by : Chief Functionary & Board of Trustees

Place: Uttan, Mira Bhayander