



# Privacy Policy

## Welcome!

At The Christina Noble Children's Foundation (“we” or “us”), we are committed to protecting the privacy of the personal information (“**Personal Information**”) that we hold.

To ensure you can make informed decisions about providing your Personal Information to us, we have explained in this Personal Information Privacy Policy (“**Policy**”) our practices and the choices you have concerning the collection and use of your Personal Information. It tells you about the Personal Information we gather, how we use and protect it, and how you can access and seek the correction of it.

We may revise this Policy from time to time. You can always find the most recent version on our website ([www.cncf.org](http://www.cncf.org)) or you can obtain a copy via our contact details further below.

## 1. How do we collect Personal Information?

We collect Personal Information where the information is reasonably necessary for our activities or where the collection of information is otherwise permitted by law.

This may include when you:

- reply to one of our appeals, make a donation to us, whether financial or in-kind, or sponsor one of the children under our care
- visit one of our children's centres, attend one of our events or enter one of our contests or other promotions
- subscribe to our updates, input your details via our website or provide information in surveys or similar forums
- apply to work for us, to volunteer with us or to fundraise on our behalf
- provide services to us or request a product, service or information from us
- otherwise contact us, whether by post, telephone, email, social media or any other way.

We may also receive Personal Information that has been collected by third parties, such as from our fundraising partners or, if you are one of our employees, from government agencies. They will have

their own policies for the collection and use of this information, but we will use always use the information in accordance with this Policy.

## 2. What Personal Information do we collect?

We may collect Personal Information such as:

- Your name, address, telephone number, email address, personal ID number (for identity verification purposes), age range or occupation/business information
- Records of any correspondence you have had with us and whether you have connected to us through one of our current donors or other supporters
- Information you provide to us via our website, at our events or through our appeals, surveys or other communications
- Details of your visits to our website, including your IP (internet protocol) address
- Your bank, credit card or other payment details when you financially support us
- Limited health data, such as dietary requirements or physical access needs when you attend one of our events
- If you work or volunteer for us or otherwise provide services to us, personal details reasonably necessary for the administration of your employment or engagement with us, including for the processing of any benefits (e.g. MPF/pensions) or obligations (e.g. taxes).

Please also see our section on Cookies below.

As a charity dedicated to protecting the rights and wellbeing of children, protecting the privacy of children is one of our primary concerns. Aside from the children under our care, we will not knowingly collect or hold Personal Data from anyone under the age of 18 without the consent of their parent or guardian.

## 3. How do we use Personal Information?

We primarily use Personal Information to enable our employees and volunteers (“**our staff**”) to fundraise and process donations, sponsorships and other payments in accordance with the instructions given by you and so that we may meet our legal obligations. We also use Personal Information to keep in touch with you.

These uses may include:

- processing donations, ensuring they’re applied to the requested purpose and keeping accurate information about our community of donors and supporters

- providing receipts, delivering prizes or other products or services and otherwise effecting your requests
- running our activities, events, promotions and appeals
- if you visit our children’s centres, to authorise and appropriately document your visit
- keeping you informed about our activities, events, promotions and appeals, providing you with the opportunity to give us feedback and otherwise communicate with you
- if you work for or provide services to us, to administer your employment or engagement with us.

Most of our use of Personal Information is done within our organisation. We will only disclose Personal Information to third parties in order to help us with the above purposes or to comply with applicable laws (“**our Permitted Partners**”). We will never sell your Personal Information to any third party.

As we are a global organisation, we may transfer Personal Information to our staff and Permitted Partners who are outside of the country in which the Personal Information is collected, so that they may assist us with the above purposes or to comply with applicable laws. Where this occurs, we will take all reasonable steps to ensure that the Personal Information is handled in a manner that is consistent with this Policy and applicable local laws, preferably (in terms of our Permitted Partners) as part of our services agreements with them.

## **4. How do we protect Personal Information?**

### **Storage**

We will take all reasonable steps to ensure that the Personal Information we hold is stored securely and is protect from any misuse, interference, loss or unauthorised access, modification or disclosure. This includes ensuring that records containing Personal Information are only accessed by those of our staff who have a genuine “need to know” for the purposes of our organisation’s activities.

### **Internet transmission**

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your Personal Information, we cannot ensure or warrant the security of any information you transmit to us over the internet, and we must note that you do so at your own risk.

Once we receive your transmission, we will, as above, make all reasonable efforts to ensure any Personal Information within it is held securely both on our systems and while in transit between our systems and the systems of our Permitted Partners.

We will also take all reasonable steps to destroy or de-identify Personal Information promptly once we no longer need that information for the purposes for which it was collected, provided we are not required to keep it for a longer period of time under any applicable law or legal requirement.

## **Payments**

If you make a donation, child sponsorship contribution or any other payment through our website, we will process your payment details securely over the Internet using an accredited online payment security system. With the combination of SSL (secure socket layer) encryption on our website and a secure browser at your end, we will take all reasonable measures to ensure your payment details and other Personal Information are protected when you donate to or pay us online. We strongly recommend that you take appropriate security precautions when accessing the Internet via public Wi-Fi networks or shared computers.

## **Social Media**

Our website and mobile site may contain links to online forums. Please think carefully before you post or publish any Personal Information in these forums, as it will be publicly available. Our social media pages are also public pages.

## **5. A note about Cookies**

### **Our use of cookies**

Cookies are small text files on website users' computers that allow websites to store information. Our website server uses cookies. To enhance your experience when using our website, these cookies may automatically collect information from you, such as pages viewed and details of any donations made. We also use cookies for tracking statistics from our website, such as the number of visitors we have to it and how they use the site. This allows us to better understand our users and improve the layout and functionality of our website. This tracking is conducted in such a way as to ensure the anonymity of visitors.

### **Third party cookies and linking**

To better communicate the nature and results of our charitable work, we sometimes embed photos and video content from third party content websites and platforms such as Flickr and YouTube. Pages on our site containing this embedded content may present cookies from these websites that may

collect information from you. Similarly, when you use one of the 'share' buttons on our website, a cookie may be presented by the third-party service you have chosen to share content through. We do not control the dissemination of these third-party cookies; please check the relevant third-party website or platform for more information about their use of cookies.

Third parties will also have their own policies for the collection and use of Personal Information. If you linked to our site from a third-party website, we cannot be responsible for the privacy policies and practices of the owners or operators of that third-party site. We strongly recommend that you check the policy of that third-party website and contact its owner or operator if you have any concerns or questions.

### **Disabling cookies**

Most web browsers are set by default to accept cookies. If you wish to restrict or block web browser cookies, you can do this through your browser settings via the 'Help' function. Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org), which contains comprehensive information on how to block cookies on a wide variety of web browsers.

## **6. How can you access or correct Personal Information or contact us?**

### **Access and correction**

Subject to any exceptions under applicable laws, you may ask us for access to your Personal Information held by us and, if it is incorrect, request that we correct that information. To do so, please contact our Head of Marketing and Communications at [international@cncf.org](mailto:international@cncf.org).

We will act reasonably in looking into your request and, if we accept it, we will correct our records containing the Personal Information within a reasonable period of time.

We do not usually charge a fee for processing a request for access or correction unless the request is complex or is resource-intensive. In these circumstances, given our limited resources, we may charge you a reasonable fee to effect the request. We will always notify you in advance prior to doing this.

### **Opting out of direct communications**

You may opt out of receiving direct communications from CNCF at any time. To do so, please email our Head of Marketing and Communications at [international@cncf.org](mailto:international@cncf.org) and write "Unsubscribe" in the email's subject line.

## Contacting us

Thank you for reading our Policy and supporting our activities. If you wish to make an enquiry or a complaint about this Policy or any of our privacy practices, or if you would like to receive any further information about us or our activities, please contact us by any of the methods below. We will do our best to manage any privacy-related complaint efficiently and within a reasonable time period.

Telephone: +84 (0) 28 3932 6484

Email: [international@cncf.org](mailto:international@cncf.org)

Website: <https://www.cncf.org/contact-us/>

You may also make any privacy complaint to your government's privacy authority.

*This privacy policy was last updated on 1 July 2020.*