

ACOH Foundation Privacy Policy

Angels Center of Hope (ACOH) Foundation is committed to the privacy of individuals who visit and interact with www.acoh.or.ke (the "User/s"), and follows the privacy policy outlined below. This privacy policy applies to ACOH website(www.acoh.or.ke) and social sites (<https://www.facebook.com/acohkenya/>)

If there is something you do not understand about our privacy practices, please feel free to contact us at info@acoh.or.ke

We may change this policy from time to time so please check back often. If we significantly change our collection, use, or disclosure practices, we will try to send you a notice via email if you have provided us with an email address

What information do we collect from you?

We collect information in several ways. Some of the information we collect is personal to you such as information related to your donations or membership. Other information is anonymous. We collect information in contact-us forms and information concerning your website activity.

- When you ask us to contact you, we ask for your name and email address.
- When you report a problem with our site or services, we will collect contact information along with a description of your problem.
- When you contact us via the ACOH email address, we will collect your contact information and any information you include in your email.
- When you donate, we collect your donation amount, your name, email address, phone number and company.
- When you purchase products at the online ACOH Store, we collect contact information and payment information.
- When you engage in fundraising activities and you are asked to create ACOH Foundation account through any third-party provider. We ask for your email address and password, your first and last name and your fundraising goal. We also collect your photo should you choose to add one.
- When you visit and navigate our site, use our applications or third-party sites, or open our emails, we may collect technical information about your use of our site including IP address, device identifier, and viewing information.
- When you donate or set up a recurring donation, our third-party fundraising platform uses a PayPal payment plugin & payment gateway to collect payment information such as credit card number. This information is not collected or stored directly by ACOH Foundation.
- If you are a volunteer, we collect your contact information.

How do we collect information from you?

We collect information directly from you when you provide it to us through our website. We collect information indirectly through cookies and other tracking tools.

Direct Collection: This includes information such as registration information, donation information, volunteer information, contact information, and user submissions. If you do not want to share your information, you can choose not to participate in a particular service or activity. We collect much of the information listed above directly from you when you submit it on our website.

Fundraising Platform: Our third-party fundraising plugin and gateway for processing payments, PayPal collects information when you register for a PayPal account to participate in ACOH Foundation

fundraising efforts. For more information about PayPal's privacy practices, see their privacy policy at <https://www.paypal.com/us/legalhub/privacy-full>.

Please note that while the ACOH Foundation is the controller of your personal information relating to our fundraising efforts, PayPal also permits users to use their PayPal account to participate in other unrelated fundraising efforts.

Indirect Collection: As part of offering and providing customizable and personalized services, many websites use cookies and other online tracking technologies to store and sometimes track information about you.

Cookies: A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. Cookies enable us to identify your browser as a unique user. Cookies may involve the transmission of information from us to you and from you to us. Cookies may also be used by another party on our behalf to transfer information to us in accordance with their privacy policy. Some cookies are "persistent cookies." They are used by us each time you access our website. Other cookies are called "session cookies." Session cookies are used only during a specific browsing session. We may use a session cookie, for example, to remember that you have already navigated through a particular menu, or that you have entered in password information for a portion of the website that is password protected. We may also use "analytics cookies" that allow web analytics services to recognize your browser or device and, for example, identify whether you have visited our website before, what you have previously viewed or clicked on, and how you found us. This information is provided anonymously for statistical analysis only. Analytics cookies are usually persistent cookies. We use Google Analytics for traffic reporting.

Log Files: Like most standard website servers, we use log files. Log files track Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks. We utilize this information to analyse trends, administer the site, prevent fraud, track website navigation in the aggregate, and gather broad demographic information for aggregate use.

How do we use your information?

Our main goal in collecting information is to raise funds to help in achieving the mission and objectives of ACOH. We also use your information to improve the website and provide you with the best possible experience on the website.

For example, by using the information we collect, we can get back to you with information about our programs, fundraising efforts, and how you can donate to these efforts.

We will also use your personal information to:

- Notify you of donation and fundraising opportunities supporting the fight for treatments and a cure for ACOH
- Enable you to participate in online donations, fundraising efforts and ACOH events.
- Personalize online content so that it applies to you and your interests
- Make our fundraising efforts and website better.
- Compile, analyze and do research on our users' demographics and behavior
- Detect, investigate and prevent activities that may violate our policies or be illegal
- Provide you with personalized content based on your use of our site
- Enable you to more easily use our website by remembering and using contact information, and registration information

- Evaluate, monitor and analyze the use of our website and its traffic patterns to help improve our website and services.

Who is collecting information?

Except as provided in this Privacy Policy, only ACOH Foundation and our service providers will have access to your personal account information and be able to collect information.

When you are on our site and are asked for personal information, you are sharing that information with the ACOH Foundation and any our service providers. If personal data is to be collected and/or maintained by any organization other than ACOH Foundation or its service providers, we will try to notify you on the website or in an updated version of this Privacy Policy. If you do not want your data to be shared, you can choose not to allow the transfer by not using that particular service.

When you sign-up for an account to donate to ACOH, participate in fundraising efforts or participate in an ACOH event, you sharing your information with our online fundraising platform for non-profits.

Other websites to which we link may collect personally identifiable information about you when you visit those sites. The information practices of other websites linked to our websites are not covered by this Privacy Policy.

With whom does ACOH Foundation share my information?

We will not disclose any of your personally identifiable information except when we have your permission, when required by law, for security and compliance, to service providers working on our behalf, or if we relinquish governance our organization or assets. We may also disclose information to third party partners in blinded or aggregated form that does not identify individuals.

These are some of the ways that your information may be disclosed:

Service Providers

When occasionally hire other companies to provide limited services on our behalf, website development and operation, analyzing website use, processing payments, providing investor information and processing data. We will only provide those companies the information they need to deliver the service, and they are contractually prohibited from using that information for any other reason.

We use PayPal to process payments as collected through our donation platform.

Our analytics providers include, Google Analytics, Facebook Domain Insights, Google Conversion Tracking, and the Google Global Site Tag.

Data in the Aggregate

We may disclose “blinded” aggregated data and user statistics and blinded and aggregated versions of the Client Data to prospective partners and other third parties. Blinded data is data that does not identify an individual person.

Other

We also may disclose your information in special cases. For example, when we believe that we must disclose information to identify, contact or bring legal action against someone who may be violating our Terms of Use, or may be causing injury to or interference with our rights or property, other website users or customers, or anyone else who may be harmed by such activities. We may disclose or access account information when we believe in good faith that the law requires it and for administrative and other purposes that we deem necessary to maintain, service, and improve our products and services.

In the event of a transaction involving a restructuring of ACOH Foundation, customer and site visitor information may be one of the transferred assets and may be disclosed in connection with negotiations

relating to a proposed transaction. In such case, the transferred information may become subject to a different privacy policy.

How can I control my personal information?

To make a request to view, edit or delete your personal information, contact us at us at info@acoh.or.ke.

We offer our customers choices for the collection, use and sharing of personal information. You may contact us at info@acoh.or.ke if you wish to view, edit, or delete your personal information from our database, and we will use commercially reasonable efforts to accommodate your request.

If you believe that any inaccurate or inappropriate information has been obtained or provided to others through your use of this website, you should contact us at info@acoh.or.ke

You may disable browser cookies in your browser or set your browser to warn you when a cookie is being sent. You may lose some features or functionality when you disable cookies. Remember, also, that disabling cookies is browser specific. If you log on using Google Chrome, you must also disable cookies in Safari if you use that browser at a different time. You may opt-out of Google Analytics collection by downloading the browser plugin “Google Analytics Opt-out Browser Add-on” [here](#)

To ensure that you will not receive recurring marketing or other information from us unless you choose to, we will provide you with simple instructions on each marketing email from the ACOH Foundation for you to let us know that you have chosen to stop receiving such emails from us.

What security precautions are in place to protect against the loss, misuse, or alteration of my information?

We use commercially reasonable efforts to protect your information when it is in our system. Because information sent through the Internet travels from computer to computer throughout the world, when you give us information, that information may be sent electronically to servers outside of the country where you originally entered the information. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Except as specifically stated, this site does not use security encryption measures. We use Transport Layer Security (TLS) encryption to secure certain areas of our website, such as the Contact Us page. You will know that a webpage uses TLS security when you see “https” or the padlock symbol in your browser URL. Information that you disclose by use of our website (as with any website that is non-secure), by posting a message or using e-mail, potentially could be collected and used by others. This may result in unsolicited messages from third parties or use of such information by third parties for their own purposes, legal or illegal. 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 or from our services, and you do so at your own risk. Once we receive your transmission, we use commercially reasonable efforts to ensure its security on our systems.

What else should I know about my privacy?

Please keep in mind that whenever you voluntarily disclose information online, that information may be accessible to other customers and users. Ultimately, you are solely responsible for maintaining the secrecy of your passwords and/or any account information. Please be careful and responsible whenever you are online.

When you or we end your donor, fundraiser or volunteer relationship with us, we will treat the information we have about you as if you were still our donor, fundraiser or volunteer.

Special Privacy Provisions for Children Under 13

The ACOH Foundation does not directly collect information from children under the age of 13. Our Website is not intended for use by those under the age of 13. It is directed towards adult donors and fundraisers. If you are under the age of 13, please do not submit your information on our website.

Kenya Privacy rights

Kenya's privacy rights are protected by the Constitution and the Data Protection Act, 2019:

- **Constitution:** Article 31 of the Constitution guarantees the right to privacy as a fundamental right. This includes the right to not have one's person, home, property, possessions, or communications searched or infringed.
- **Data Protection Act :**The Data Protection Act, 2019, defines the parameters for legitimate data processing practices. It applies to data controllers and processors, including government agencies, internet service providers, and other organizations. The Act includes provisions for the rights to rectification and erasure, and freedom from discrimination. .
- **Office of Data Protection Commissioner:** The Office of Data Protection Commissioner (ODPC) was established in 2020 to regulate the processing of personal data. The ODPC has the power to fine organizations that violate the Data Protection Act. In Kenya, prior permission is required to use a person's image, voice, or name, regardless of whether the person is in a public or private space.
- **International obligations related to privacy :**Kenya is a signatory to the Universal Declaration of Human Rights ('UDHR') and has ratified the International Covenant on Civil and Political Rights ('ICCPR'). Article 17 of the ICCPR, which reinforces Article 12 of the UDHR, provides that "no one shall be subjected to arbitrary or unlawful interference with his privacy, family, home or correspondence, nor to unlawful attacks on his/her honor and reputation". The Human Rights Committee has noted that states parties to the ICCPR have a positive obligation to "adopt legislative and other measures to give effect to the prohibition against such interferences and attacks as well as to the protection of this right [privacy]."

Who do users contact with questions or concerns about our Privacy Policy?

If you need further assistance, please send an e-mail with your questions or comments to info@acoh.or.ke write to us at:

Angels Center of Hope Foundation
P.o Box 18380-00100,
Nairobi, Kenya