

Donor Privacy Policy - VisionSpring Foundation

Terms and Conditions

The VisionSpring Foundation (Foundation) takes your privacy seriously and treats all financial information about any transaction you have with the Foundation as confidential. In addition, the Foundation does not share name, address, phone number, email address, and/or credit card number of any of our donors and/or constituents.

The Foundation deeply values all contributions to sustain our mission. To protect the privacy of our donors and their special relationship with the Foundation, the Foundations maintains the following policies:

- It may request personal information online, such as name, address, phone number, email address, and/or credit card number only for the purposes of accepting donations to the Foundation.
- It will not release and/or use this information for any other purpose unless we have your consent.
- It does not share (and/or sell) your personal information with other organisations.
- It offers donors the option to be recognised anonymously.
- Donors may request, at any time, to not receive the solicitations from the Foundation.
- Donors may request to not receive certain mailings, such as the newsletter of the Foundation.
- It does not track, collect, and/or distribute personal information entered by those who visit its website.
- Personal data collected through its website is encrypted using 256-bit AES (Advanced Encryption Standard) technology.
- Personal information stored in the database of the Foundation is protected with a secured login with authentication, assignment of a unique ID to each person with computer access, regular pass code changes, and user IDs are deactivated and/or terminated as needed.
- Its hosting data server provides data protection meeting PCI DSS (Payment Card Industry Data Security Standard), encrypted communication via SSL (Secure Sockets Layer) technology, intrusion detection for all devices and network nodes, state-of-the-art firewall infrastructure that detects malicious application attacks, virus protection, network load balancing devices via Citrix, and patch management, security and vulnerability monitoring and tracking, and SQL server attack protection via applications to detect SQL Injection and Cross Site Scripting Attacks.

To assure that philanthropy merits the respect and trust of the public, and that donors and prospective donors can have full confidence in the Foundation and the causes they are requested to support, we assure the following:

- To be informed of the mission of the Foundation, of the way/manner the Foundation intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- Donations contributed will be used to meet the cost of the intended program. In case of any excess funds at the end of screening process, the funds are directed towards a similar program.
- To be informed of the identity of those serving on the governing board of the Foundation, and to expect the board to exercise prudent judgment in its responsibilities.
- To have access to the most recent financial statements of the Foundation.
- To receive appropriate acknowledgment and recognition.
- To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
- To expect that all relationships with individuals representing the Foundation to the donor will be professional.
- To be informed whether those seeking donations are volunteers, staff of the organisation and/or hired solicitors.
- To have the opportunity for their names to be deleted from mailing lists that the Foundation may intend to share.
- To feel free to ask questions when donating and to receive prompt, truthful, and forthright answers.

Donation Refund Policy

The Foundation follows a reliable refund policy to let our donors feel privileged about their association with us. It takes utmost care about processing donations as per the mandates signed by its donors in the donor forms, both offline and online. But in case of an unlikely event of an erroneous deduction and/or if the donor wants to cancel/deduct the donation, the Foundation will respond within 7 working days from the date of receiving the complaint from donor. The timely refund of the wrongly deducted amount will depend on type of card used during the transaction. The Foundation will require a proof of deduction of the donation amount and a written communication for refund from the donor within two (2) days of the donation.

- In cases where the receipt has already been issued, then the donor needs to return the original receipt at the official address of the Foundation.
- In the case of the tax exemption certificate already issued, the refund will not be possible.
- The international/foreign donations will require more time for the refunds to be processed.

The Foundation can be contacted for refund request through the following:

donations@visionspring.org

Information Collection

The Foundation uses personal information collected from donors for the purposes of processing payments and communicating with donors about the Foundation as well as conducting the fundraising and other operations of the Foundation. This information may include name, amount donated, address, telephone number, donor comments, e-mail address, credit card number, and/or any other personal information provided to us (Donor Data). For donations by cheque, Donor Data would also include the data visible on the cheque.

Information from Payment Processors and Other Service Providers: Payment processors allow donors to give electronically using a payment services account, a credit card, and/or other payment methods. These processors collect certain information from donors, and you should consult their privacy policies to determine their practices.

To provide donors the best possible experience, we work with service providers and may share Donor Data and other information with, or have it transmitted through, them. Such service providers include, for example, collocation facilities and bandwidth providers as well as organisations that help us with fundraising.

Information Usage

Donor Data may be used for these kinds of purposes:

- Distributing receipts and thanking donors for donations.
- Informing donors about upcoming fundraising and other activities of VisionSpring Foundation.
- Internal analysis, such as research and analytics.
- Record-keeping.
- Reporting to applicable government agencies as required by the law.
- Surveys, metrics, and other analytical purposes.
- Other purposes related to the fundraising.

Anonymous donor information may be used for promotional and fundraising activities. Comments that are provided by donors may be publicly published and may be used in promotional materials. We may use available information to supplement the Donor Data to improve the information we use to drive our fundraising efforts. We may allow donors the option to have their name publicly associated with their donation, unless otherwise requested as part of the online donation process.

We use data gathered for payment processors and/or other service providers only for the purposes described in this policy.

Contact

If you have questions about this Donor Privacy Policy or requests about the status and correctness of your Donor Data, please contact:

VisionSpring Foundation
F-288, Sector-63,
Noida, Uttar Pradesh,
India
Phone: +91-9311266148
E-mail: donations@visionspring.org

Security

The Foundation is committed to protecting personal information of the donors from unauthorised access, alteration, disclosure, and/or destruction. Among other things, the Foundation undertakes a range of security practices, including measures to help secure web access to sensitive data and undertake efforts to address security vulnerabilities for various tools and databases. All the data shall be maintained lawfully as per the applicable law, including but not limited to the Information Technology Act, 2000, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, Digital Personal Data Privacy Act, 2023 ("DPDP Act"), and the amendments, if any thereof.

Other Disclosures

The Foundation may disclose information when required by law, when needed to protect our rights, privacy, safety, property, donors, users, and/or when necessary to enforce our terms of service.

Updates

The Foundation may change the Donor Privacy Policy from time to time. All changes will be reflected transparently. Substantive changes may also be announced through the standard mechanisms by which it communicates with its donors and communities. It is recommended that one periodically checks for any changes to the current policy.

Data Retention

The Foundation seeks to retain donor-related information only as needed to fulfil the purposes described in this policy unless a longer retention period is required by law. For example, tax/other laws in India may require the Foundation to maintain/store the contact information and/or the contribution level of the donors.

Rights

The donors have rights with respect to the information about them that we collect. Upon request, the Foundation can tell them the information about them it holds and/or correct/update any inaccurate information. The Foundation will also make reasonable efforts to delete the information of the donors, if they ask it to do so, unless the Foundation is otherwise required to keep the same for legal reasons.