

Our privacy policy is a legal statement that explains how we may collect information from you, how we may share your information, and how you can limit our sharing of your information.

Our commitment to data privacy

DROPS Community Progress recognizes the importance of your privacy and we appreciate that you trust us to take this matter seriously. To better protect your privacy, we provide this updated privacy policy to explain our practices and the choices you can make about the way your information is collected and used by the NGO. The policy applies to your privacy with respect to both online and offline user interactions.

To begin, our website, www.drops.ch, is maintained by DROPS Community Progress, based in Bern, Switzerland. By visiting our website or sharing your personal data with any board members of staff based in both Switzerland or Lebanon, you are accepting the practices described in this privacy policy.

Information collection and use

Collection of personal data

While engaging with DROPS Community Progress, we may ask you to provide us with certain types of information that can be used to contact or identify you. We receive and can store any information you enter on our website, send by email, communicate by phone or in person. Personal information we collect and retain may include, but is not limited to:

- **contact data:** full name, email address, postal and/or electronic mail addresses, telephone numbers
- **financial and transaction data:** bank account and/or electronic wire transfer data, payment card information, transaction history and timestamps of certain actions

For example, when you visit our website, make a donation and/or correspond with us, you may provide us with personal information that you knowingly choose to disclose. We may then follow up by using the information you provided to us to inform you about updates regarding the activities of the NGO, request further information and/or address questions that you may have.

Since networking is a significant component of our activities, we do maintain a database of publicly accessible contact information compiled from Internet searches. Potential donors retain the right to request that this data be removed from our database if correspondence is undesired and we will duly respect any requests to cease further communications.

Collection of anonymous data

Information that is anonymized or aggregated is no longer considered personal information because it cannot be traced back to the original data or used to identify any single individual afterwards. Anonymous information is collected from visitors to our site.

This includes:

- **interaction data:** pages viewed, date and time, and browser type. IP numbers are not stored, but are temporarily used to determine domain type and in some cases, geographic region. We do not make any association between this information and a visitor's identity.
- **automatic information:** We collect this information to provide insight into how effective our website is and is used to improve your user experience in the future.
- **cookies:** are simple text files stored by your web browser that provide a method of distinguishing among visitors to the website. Cookies created on your device by using our website do not contain personally identifiable information and do not compromise your privacy or security. In other words, cookies allow us to gather anonymous information through your visit. We can then provide our visitors with more relevant, targeted content (e.g. further improving our website so that it is more user friendly).

Information use

When you supply information about yourself for a specific purpose, we use the information for only that specified purpose. We do not share, trade or sell this information with outside parties.

We use return email and/or postal addresses to answer the written correspondences we receive. We use phone numbers and/or electronically-based accounts (e.g. Skype, WhatsApp) for verbal correspondences. Such addresses, numbers or accounts are not used for any other purpose and are not shared with outside parties without your explicit consent.

Your Data Protection Rights Under General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights, including:

- the right to access, update or to delete the information we have on you;
- the right of rectification in the case that information retained about you is inaccurate or incomplete;
- the right to object to our processing of your personal data;
- the right to request that we restrict the processing of your personal information;
- the right to be provided with a copy of your personal data in a structured, machine-readable and commonly used format;
- the right to withdraw your consent at any time where DROPS Community Progress relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests. You have the right to file a complaint to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

Your choice to opt in or out

If you have consented to receive communications from us and later change your mind, please contact us by writing to have your name and contact information removed from our internal database and distribution list either by email or by post to:

DROPS Switzerland
Wylerringstrasse 36, Bern, Switzerland
lora.slovak@drops.ch

Service providers

We provide access to third party companies and individuals to extend our capabilities via the website. In particular, these services enable us to accommodate a wider range of donation options and providing insight about how our visitors use the website. These third parties have access to your data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

- **Donations via Paypal**

This website contains an option to donate via Paypal, a third party payment processing service. Please be aware that when you click on the “Donate” button located on the top right corner of the website, you are entering another site. We strongly advise you to familiarize yourself with Paypal’s privacy statements as their privacy policy may differ from ours.

- **Google Analytics**

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our website. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

- **ONA**

The ONA web-based mobile collection platform is only used to collect and retain personal data on our beneficiaries based in Lebanon for program monitoring purposes.

Changes to this privacy statement

Changing business practices and circumstances may require that we make changes to this privacy policy from time to time. Any changes will be reflected on this website. DROPS Community Service reserves the right to modify its website and/or this privacy policy at any time and visitors are bound by any such modifications. Should there be any changes to the way we use personally identifiable or anonymized information in the future, DROPS Community Progress will take reasonable measures to obtain explicit consent from you, in addition to posting changes to our use of personally identifiable information on our website.

Legal disclaimer

We may disclose personal information when required by law or in the good-faith belief that such action is necessary in order to conform to the edicts of the law or comply with legal process served on DROPS Community Progress.

Effective on May 25, 2018

Last updated on May 24, 2018