

## TERMS & CONDITIONS

### OUR COMMITMENT TO PRIVACY

Watoto respects the privacy of our sponsors and donors, as well as that of the babies, children and mothers in our care. Each person has a right to be treated courteously, fairly and have their privacy protected, and we are committed to ensuring this happens.

Personal information is given in good faith by sponsors and donors, and will only be used to maintain or enhance their relationship with Watoto and the child or mother they sponsor or the project they support. For sponsors, only their names and country of residence are shared with the person they sponsor.

Similarly, Watoto protects our babies, children and mothers, providing only information deemed necessary and appropriate to foster the relationship with their sponsors and provide updates to the partners who support the specific Watoto project.

### PRIVACY POLICY

Watoto Child Care Ministries and our related entities know that the privacy of your personal information, and how we use and share it is very important to you. We take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. We will never sell your personal information, and we will only share or use it as described here.

Our Privacy Policy covers Watoto's treatment of personally identifiable information that we collect or hold. This personal information, whether collected on paper, stored on a database, or recorded on other means, will be collected and managed appropriately. Safeguards have been put in place to ensure this under the General Data Protection Regulation (GDPR).

To see to the regulations and policies we adhere to within the UK and Norway, please click below.

**CLICK HERE** for the UK specific Data Privacy Policy.

**CLICK HERE** for the Norwegian specific Privacy Policy.

### CORRECTING YOUR INFORMATION

Watoto is committed to keeping our records up to date, ensuring sponsors and donors are able to easily update their personal information

Our Watoto staff will clearly identify themselves when contacting sponsors and donors, and all letters and marketing materials will contain the Watoto logo and contact details.

### HOW TO CHANGE YOUR PREFERENCES

You may contact any of the Watoto support offices to change or update your preferences at any time.

**CLICK HERE** for specific contact information.

### HOW WE OPERATE

We operate in line with the GDPR nationally and globally. We are committed to maintaining your personal rights, and allow all our supporters to change or withdraw their opt-in options at any time.

### WHO THIS PRIVACY POLICY APPLIES TO

Watoto's headquarters are located in Uganda. We have Global Support Offices throughout the world where our partners and sponsors live that raise support and help enable us to meet the needs of the most vulnerable in Uganda and South Sudan.

This policy relates to supporters of Watoto globally. It applies to individuals who have registered with Watoto as a sponsor, donor, Watoto Children's Choir host, visitor, volunteer, customer or a person who relates with us in any other capacity where processing of your data is required in order to offer you these services

## TERMS & CONDITIONS (CONTINUED)

### WHAT INFORMATION IS COLLECTED BY WATOTO

We collect personal information when you voluntarily submit it to us to complete a transaction. This includes:

- Information you provide when you set up your sponsorship
- Information you provide when you make a donation
- Information you provide when you sign up to receive updates from us
- Information you provide when you sign up to volunteer, visit Watoto or partner with us
- Information you provide related to Watoto Children's Choir enquiries, bookings and hosting
- Information you provide when you use our website
- Information relating to purchases and other transactions
- Information given and stored as part of our ongoing relationship

### SCOPE OF CONSENT

By submitting your personal data to us, you are giving us your consent to use this information for the intended purpose and in accordance with this privacy policy. You are able to withdraw your consent at any time by the methods described.

### OPTING OUT

Once you have given your consent, you can amend or withdraw your consent at any time. We respect all user rights. If you have any comments, concerns or complaints, please contact us.

Under the data protection laws, you have the right to:

- Request access to your personal data
- Request correction of your personal data
- Request that your personal data be deleted
- Object to processing of your personal data
- Request restriction of the use of your personal data
- Request transfer of your personal data
- Right to withdraw consent

### HOW WE STORE, PROCESS AND PROTECT YOUR INFORMATION

Watoto collects information primarily to process donations, sponsorships, volunteering and visiting applications, choir booking and hosting information, and to provide you with information related to our projects, events and activities. We have procedural, physical and electronic safeguards to secure the personal information of our sponsors and donors.

- We verify the security and privacy provisions of other organizations to whom we provide information about sponsors and donors, including our bank, merchant services and mailing services (as applicable).
- Sponsors' and donors' personal information, whether collected on paper, stored on a database, or recorded on other means, will be collected and managed appropriately. Safeguards have been put in place to ensure this under the General Data Protection Regulation (GDPR).
- Secure Socket Layer (SSL) Encryption is used when collecting or transferring credit card information via the internet, ensuring a secure environment for the transfer of your confidential data from your browser to our financial institution using the latest encryption technology.
- We will only use your personal data for the purpose for which we collected it, and only retain it for as long as necessary to fulfill that purpose, including satisfying any legal, accounting, or reporting requirements. If for any reason we need to use your personal data outside of the purpose for which we collected the data, we will notify you ahead of time and explain the legal grounds for use.
- We also use information for internal and analytical purposes, where appropriate, so that we're able to understand our base of supporters and improve our communication and processes accordingly.

### SHARING YOUR INFORMATION

We do not trade, share, or sell information that you provide to us with other organizations who intend to use it to market their products or services to you.

There may be instances in which we share your information with others as required by law, or with companies that provide us services where the information is needed to complete the transaction (such as our third party merchandise store).

## TERMS & CONDITIONS (CONTINUED)

### OUR OBLIGATIONS

In relation to the information that you provide to Watoto, we are legally responsible for how that information is handled. We will comply with the Data Protection Act specific to your country in the way we use and share your personal data.

Watoto intends to ensure that personal information is treated lawfully and correctly and we adhere to the Principles of Data Protection which require that personal information:

- Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met
- Shall be obtained only for one or more of the purposes specified in the Act, and shall not be processed in any manner incompatible with that purpose or those purposes
- Shall be adequate, relevant and not excessive in relation to those purpose(s)
- Shall be accurate and, where necessary, kept up to date
- Shall not be kept for longer than is necessary
- Shall be processed in accordance with the rights of data subjects
- Shall be kept secure by Watoto who takes appropriate technical and other measures to prevent unauthorized or unlawful processing or accidental loss or destruction of, or damage to, personal information

### CONTACTING US AND EXERCISING YOUR INFORMATION RIGHTS

If you have any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to submit a complaint, please contact your local office.

**CLICK HERE** for specific contact information.

We fully comply with Data Protection legislation and will assist in any investigation or request made by the appropriate authorities.

## COPYRIGHT POLICY

### COPYRIGHT TERMS OF USE

All information and or content on this website is protected by copyright laws and is owned by Watoto. This information and content includes, but is not limited to, graphics, images, photographs, audio clips, video clips, text, articles, and the Watoto logo, which is a registered trademark of Watoto.

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Watoto has no responsibility or liability for any material on third party websites that may contain links to this site.

The unauthorized use of any of the material contained on this website may violate certain copyright laws, trademark laws, communications regulations and statutes, and laws concerning privacy and publicity.

### ACCEPTANCE OF TERMS OF USE

The use of the Watoto website is subject to the terms of use as defined and governed by this copyright policy, which constitutes a legal binding agreement between you and Watoto. By using this website you hereby acknowledge that you have read, understood, and are in agreement to be bound by the terms of use as defined and governed by this copyright policy.

## SPONSORSHIP TERMS OF SERVICE

### OUR COMMITMENT TO PRIVACY

As already stated on the preceding pages, Watoto respects the privacy of our sponsors and donors, as well as that of the babies, children and mothers in our care. Each person has a right to be treated courteously, fairly and have their privacy protected, and we are committed to ensuring this happens.

Please see full privacy policy on the preceding pages for details of how we collect, use, process and protect your information.

### RATES AND PAYMENTS

Sponsorship payments may be made monthly or annually. Here are the rates by country:

RATE PER MONTH: US \$38 / CAN \$41 / UK £23 / AUS \$43 / NZ \$48 / NO Kr 300 / SE Kr 300 / NL €29

RATE PER YEAR: US \$456 / CAN \$492 / UK £276 / AUS \$516 / NZ \$576 / NO Kr 3600 / SE Kr 3600 / NL €348

Unless other arrangements are made with our Watoto Global Support Office in the region where your sponsorship is administered, the sponsorship payment amount will be charged to your credit card monthly.

To make a sponsorship payment, you may:

- Pay by Visa, MasterCard or American Express
- Pay by direct debit from your checking or savings account
- Pay by check

For other payment options, please contact the Watoto Global Support Office in the region where your sponsorship is administered. All sponsorship payments are tax deductible. You will receive a statement at the end of the financial year for tax purposes.

*NOTE: If you're in the UK, Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. You will need to provide us with your address to identify you as a current UK taxpayer for these purposes.*

### REFUND POLICY

Sponsorship payments are non-refundable once the payment information is provided and the funds are remitted.

### LATE PAYMENTS

We are grateful for your sponsorship that provides holistic care for our babies, children and mothers. We understand circumstances may arise that delay your ability to make a payment on the set date. If you miss a payment, our friendly team will connect with you to help make arrangements for you to continue the good work that you've started.

If you are unable to make a payment for two months, and we're not able to connect with you to make alternative arrangements, unfortunately we will need to cancel your sponsorship so that we can ensure the consistent care of the mother or child you sponsor. Of course, please feel free to reach out if something happens and you are unable to continue your sponsorship as we value you and would love to connect and pray with you.

### TERMINATING YOUR SPONSORSHIP

If you choose to cancel your sponsorship for any reason, please contact our Watoto Global Support Office in the region where your sponsorship is administered and we would be happy to help. To cancel future sponsorship payments, notice must be given seven days prior to the payment due date. If payments are processed beyond the agreed stop date, Watoto will reverse the transaction through our bank or the payment service provider. In the case of deductions or transactions made in error on our part, we will incur the transaction fees.