



## Sponsorship Terms of Service

### Privacy Policy

Watoto is committed to protecting your right to privacy, especially in regard to personal information. Click [here](#) for our full Privacy Policy.

### Our Commitment

- Watoto respects and honours our sponsors and sponsored program members, their right to be treated courteously, fairly and have their privacy protected
- 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 sponsored program members. Only the sponsors' names and country are given to sponsored program members
- Similarly, Watoto will protect the rights of sponsored program members, providing only such information deemed necessary and appropriate to maintain the relationship between program members and their sponsors
- Watoto will give sponsors the option to subscribe to any mailing lists or regular updates; and allow easy access for sponsors to ask to be removed from these

### Collection, use and management of information

- Personal information is only collected when necessary and is supplied with consent
- Individuals or groups can, for instance, make an anonymous donation or enquiry
- Prospective sponsors can visit our website anonymously
- Marketing surveys for the purposes of improving customer service, for example, can be completed anonymously
- Personal details are required to link a sponsor with a child, to process and post a receipt, send new or updated child information, establish periodic payments, and maintain the relationship between sponsors and Watoto

### Protecting your information

- Watoto has put in place procedural, physical and electronic means to safeguard the personal information of our sponsors
- Watoto has also verified the security and privacy provisions of other organisations with whom we provide information about sponsors. These include our bank, merchant services and mailing service (if applicable)
- Watoto will not rent, exchange or sell mailing lists of our sponsors to other organisations
- Sponsors' information is kept both in hard copy and electronic forms. In either case, Watoto has procedures to safeguard this information
- 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.

## Correcting your information

- Watoto is committed to allowing sponsors to see and correct information that is shown to be incorrect or outdated
- Watoto's staff will clearly identify themselves when making contact with sponsors, and all letters and marketing materials will contain Watoto's official logo mark and contact details

## Want to know more?

- Watoto is available to answer specific questions regarding our ministry or provide more information about our privacy policy. Watoto Child Care Ministries can be contacted at [watoto.com/contact-us](http://watoto.com/contact-us).

## Rates and Payments

- The regular sponsorship rate is

US \$38 / CAN \$38 / UK £23 / AUS \$43 per month or  
US \$456 / CAN \$456 / UK £276 / AUS \$516 annually

- The rate to sponsor a Special Needs child is

US \$50 / CAN \$50 / UK £30 / AU \$50 per month or  
US \$600 / CAN \$600 / UK £360 / AU \$600 annually

- Unless other arrangements are made with the regional Watoto office where your sponsorship is administered, the sponsorship payment amount is charged to your credit card monthly
- Watoto accepts all major credit cards, including MasterCard, Visa and American Express and payments by cheque or money order. If you pay by automatic deductions, via credit card or direct debit from your savings or chequing account, or by cheque your contributions will be recorded on the annual tax statement, which will be sent to you at the end of the financial year
- For payments through the a regional Watoto office, the ongoing payment details must be submitted within one month from the date of the registration and initial payment of the sponsorship. If not, the regional office will reserve the right to cancel the sponsorship

## Late Payments

- Your regular payment is important to care for the children and members in our care. The need to follow up on sponsors who miss payments, increases administration costs
- If you miss a payment, you will receive notice from the regional Watoto office where your sponsorship is administered and the payment can be made up
- If the late payments are not made up within two months, the sponsorship will be cancelled and your sponsored member may be given to another sponsor

## Refund Policy

- Donations and sponsorship payments are NON-REFUNDABLE for all transactions once payment information is provided and the funds are remitted

## Terminating your Sponsorship

- If you choose to cancel future payments, please contact the regional office where your sponsorship is administered. Notice to cancel future sponsorship payments must be made seven days prior to the payment due date. If payments are processed beyond the agreed stop date, Watoto agrees to make the refund by reversing the transaction through our bank or the payment service provider. The charges for the refund would be borne by us in case of wrong deductions or error transactions