

Community of Change z.s.

Privacy Notice regarding the processing and protection of personal data within the Humanitarian Projects Hub Reshim.org

As an Organization (Community of Change z.s.) we are committed to safeguarding the personal data entrusted to us by participants of the Reshim.org project. We manage your personal data by following the provisions of the EU General Data Protection Regulation (GDPR) and all other relevant rules and regulations. This notice outlines the principles and practices we follow in protecting your personal data.

This notice applies to Community of Change z.s. and any person providing services on our behalf.

What is personal data?

Personal data means information about an identifiable individual. This includes an individual's name, surname, e-mail address, age, photo, username in Telegram, social media accounts, etc.

What personal data do we collect and for which purpose?

We only process the personal data that we need for the purposes of providing services to our volunteers and project supervisors, including personal information needed to:

- enroll participants in a project Reshim.
- communicate with the volunteers and project supervisors in the online platform of Reshim project.
- send out relevant information and updates.
- transfer the volunteer's data to projects which the organization has already helped, and which are published on the projects' websites.

We normally collect personal data directly from a person. We may process the information obtained from other persons with your consent or as authorized by the GDPR.

We inform participants, before or at the time of collecting personal data, of the purposes for which we are processing their personal data. The only time we don't provide this notification is when a user volunteers information for an obvious purpose, including, but not limited to, purposes such as enrolling in the volunteer community or writing your contact information in the public comments as an unregistered volunteer, or publishing project tasks from the open sources.

Consent

We ask for consent to process personal data, except in specific circumstances where processing without consent is authorized or required by law. We may assume your consent in cases where you volunteer information for an obvious purpose as mentioned above like enrolling in the volunteer community, writing personal contact information in the public comments, and other instances where we cannot provide the notification stated above.

We ask for your explicit consent for purposes that may include the processing of sensitive data and may not be able to provide certain services if you are unwilling to provide consent to the processing of certain sensitive personal data.

You may withdraw consent at any time unless the personal data is necessary for us to fulfill our legal obligations. We will respect your decision, but we may not be able to provide you with services if we do not have the necessary personal data.

How do we process personal data?

We process personal data only for the purpose for which the information was collected, except for the situations prescribed by the relevant laws and regulations. For example, we may use volunteers' and project supervisors' contact information to provide our services or transfer the volunteer's data to the stakeholders. In this context, the "stakeholders" are defined as projects which are included in the community and published on the websites of projects of the Community of Change.

What is employee personal data?

Employee personal data is personal information about an employee or volunteer which is processed solely to establish, manage, or terminate an employment relationship or a volunteer work relationship. This information may include a personal address, name, surname, telephone number, etc.

In some circumstances, consent may not be required to process your employee's personal data. By "employee" we mean persons who have a service contract or agreement with Community of Change z.s.

What personal employee data do we process?

We process personal employee data for the following purposes:

- Determining eligibility for employment or volunteer work, including verifying qualifications and references;
- Establishing training and development requirements;
- Complying with applicable laws (employment laws, laws related to volunteering, and others)

We only process personal employee data that is reasonable for the above purposes. The list below includes examples of such personal data.

- Contact information such as your name, surname, residence address, phone number;
- Employment or volunteer information such as your resume, reference information, letters of offer and acceptance of employment, policy acknowledgment forms, background verification information, workplace performance evaluations, emergency contacts, etc.;
- Other personal data that is required for our employment or volunteer relationships.

We will inform our employees, volunteers, and project supervisors of any new purpose for which we will process personal information.

What information do we provide when we send employment/volunteer references?

In some cases, after your employment or volunteer relationship with us ends, we may be contacted by other organizations and asked to provide a reference for you. It is our policy not to disclose personal data about our employees and volunteers to other organizations who request references. The personal data we provide in a reference includes:

- Confirmation that an individual was an employee or a volunteer, including a position, and date range of the employment or volunteering.
- General information about an individual's job duties and information about the employee or volunteer's ability to perform job duties and level of success in the employment or volunteer relationship.

How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is protected, accurate, and complete. We are going to notify you about the changes in our Privacy Notice by way of e-mail or telegram notification from the official account of the projects of the Community of Change.

How we protect user data:

We use all possible methods to ensure the security of personal data.

We use all officially described methods of protection and security of the framework Laravel:

<https://laravel.com/docs/8.x/csrf>

We store your data on Google app engine servers, you can learn more about protection methods here:

<https://support.google.com/googlecloud/answer/6057301>

We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. The information about changes should be sent to info@coch.org. In some cases, we may ask for a written request for correction.

We protect personal data in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure, or modification of personal information, as well as any unauthorized access to personal information.

Only the departments working with volunteers and departments supporting the safeguarding of the data have access to the personal information. This includes:

- Admins;
- Moderators;
- Developers;
- Volunteer mentors.

We use appropriate security measures when destroying personal information, including shredding paper documents, and permanently deleting electronic records.

We retain personal information only if it is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.

Access to records containing personal data

Individuals have a right to access their own personal data in a record that is in the custody or under the control of the Organization, subject to some exceptions. For example, organizations are required under the Personal Information Protection Act to refuse to provide access to information that would reveal personal data about another individual.

You may make a request for access to your personal data by writing to info@coch.org. You must provide sufficient information in your request to allow us to identify the information you are seeking.

You may request information about how we process your personal data and any potential disclosure of your data to persons outside our organization. In addition, you may request a correction of an error in your personal data, as well as data erasure.

We will respond to your request within 30 calendar days at the latest.

Questions and complaints

If you have a question or concern about the processing of personal data or a request for access to your own personal data, please contact us at info@coch.org.

If you are not satisfied with the response you receive, you should contact the relevant information protection authorities.

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