

Privacy Policy

Hifz Al Naema Project Website – Emirates Red Crescent

Introduction

The Emirates Red Crescent, through the Hifz Al Naema (Grace Conservation) project, is committed to respecting the privacy of website users and protecting personal data that is collected or processed through the website and its associated services. This policy explains the types of data that may be collected, the purposes for which it is used, how it is protected, the circumstances under which data may be shared with other parties, and the rights of data subjects in accordance with applicable legislation and regulations.

By using the website or any of the electronic services available through it, the user acknowledges that they have read and understood this privacy policy.

Scope of the Privacy Policy

This policy applies to personal data that is collected or processed through the Hifz Al Naema project website and its associated services, pages, and electronic forms.

The website may contain links or services belonging to other parties or service providers, and data processed through those parties is subject to their own privacy policies.

Data That May Be Collected

Depending on the service used by the visitor, the website may collect the data necessary to provide the service, manage communications, or process donations, including:

- Full name
- Email address
- Phone number
- Account or registration data, when an account creation service is available
- Donation or contribution data provided by the donor, whether monetary or in-kind
- Information related to in-kind donations, such as the type, description, and coordination and collection details
- Photos or files that the user chooses to submit to the project for the purpose of donation, communication, assessment, or coordination
- Data provided by the user when communicating with the project or submitting an inquiry or request
- Technical data necessary for operating and protecting the website, such as IP address, device and browser type, date and time of visit, and pages or services accessed
- Any other data that is necessary and lawful for the provision of a specific service, to the extent required for that purpose

How Data Is Collected

Data may be collected through:

- Creating an account or registering for one of the electronic services, when available
- Contact and inquiry forms
- Monetary or in-kind donation requests

- Submission of photos or files related to donations
- Communicating with the project via email, phone, or other official channels
- Using the website and the electronic services available through it

Purposes for Collecting and Using Data

Personal data is used for legitimate and necessary purposes related to the operation of the Hifz Al Naema project and the delivery of its services, including:

- Managing donation requests and monetary and in-kind donations
- Communicating with donors and responding to inquiries and requests
- Coordinating the collection or delivery of in-kind donations according to the nature of the service
- Processing donations and electronic payments through approved channels
- Managing user accounts when available
- Documenting project activities and initiatives and preparing reports and related content
- Communicating with organisations, companies, sponsors, and supporters of the project
- Improving the website, electronic services, and user experience
- Protecting the website and services from unauthorised use, fraud, or security risks
- Fulfilling legal and regulatory obligations and permitted official requests

Registration, Login, and Account Protection

The website may allow users to create an account or register for certain services. For this purpose, basic information such as name, email address, and phone number may be requested, or any other data necessary to provide the required service.

The platform may use appropriate verification methods to protect accounts and data, such as temporary verification codes or other authentication methods, in accordance with adopted security technologies and procedures.

The user will not be asked to provide official identification data unless there is a legitimate and specific need to do so, in accordance with the nature of the service or applicable legal and regulatory requirements.

Donations and Electronic Payments

The website may provide the ability to make monetary donations electronically. Payment data is processed through approved payment service providers and relevant entities in accordance with applicable security requirements.

Payment data is collected and used to the extent necessary to complete, process, and issue the necessary confirmations or receipts for the donation. This policy is not intended to grant the website the authority to retain banking card data except within the limits permitted by applicable regulations and approved procedures.

In-Kind Donations, Photos, and Files

The Hifz Al Naema project may allow donors to make in-kind donations, including clothing, food, furniture, and other materials appropriate to the project.

The donor may be asked to provide a description of the donation, or photos or files that help in

assessing and coordinating the donation. These photos or files may be sent to the email or electronic channels designated for the employees or teams responsible for the project. The user should not send photos or personal data of other individuals unless they are authorised to do so or have obtained the necessary consents.

Photos, Documentation, and Media Content

The Hifz Al Naema project may document its initiatives, activities, events, and efforts through photos, videos, or other media materials, for the purposes of documentation, awareness, showcasing the project's achievements, and attracting supporters and sponsors.

When photos or materials containing identifiable individuals are used, they are handled in accordance with applicable laws, regulations, policies, and consents.

Certain information relating to initiatives, donations, or events may also be published when doing so is lawful and permitted, with due regard to the protection of personal data and privacy.

Sharing Data with Other Parties

Personal data of users or donors is not sold.

Data may be shared to the necessary and permitted extent with other parties when required to provide the service, execute a donation, operate the website, protect its systems, or comply with legal or regulatory requirements, including:

- Electronic payment service providers
- Hosting, technology, and website operation service providers
- Employees and teams responsible for managing donations and related services
- Competent government or regulatory authorities when disclosure is legally required or permitted
- Organisations, partners, sponsors, or supporters participating in the implementation of project initiatives, to the necessary and permitted extent

In all cases, data is shared only to the extent necessary for the specified purpose and in accordance with applicable controls.

Data Protection and Security

The Emirates Red Crescent takes appropriate technical and organisational measures to protect personal data from unauthorised access, unlawful use, disclosure, modification, loss, or destruction.

Access to data is restricted to authorised individuals and entities, in accordance with the nature of the work, permissions, and adopted security procedures.

Data Retention

Personal data is retained for the period necessary to fulfil the purposes for which it was collected, or for the period required by legal and regulatory requirements or the procedures adopted by the Emirates Red Crescent.

When data is no longer needed, it is deleted, destroyed, anonymised, or handled in the approved manner, in accordance with relevant regulations and policies.

Rights of Data Subjects

In accordance with applicable legislation in the United Arab Emirates, data subjects may have rights in relation to their personal data, depending on the nature of the processing and its legal basis, including:

- The right to know how their personal data is used and the purposes for which it is processed
- The right to request access to their personal data in accordance with applicable controls
- The right to request correction or updating of inaccurate or incomplete data
- The right to request deletion or restriction of data processing in cases permitted by law
- The right to withdraw consent when data processing is based on consent, without affecting the lawfulness of processing that took place prior to the withdrawal
- The right to object to certain types of data processing in cases permitted by law
- The right to submit a request or complaint relating to the processing of their personal data through the approved official communication channels

Cookies

The website may use cookies and similar technologies to operate the website, improve service performance, facilitate login or the use of certain functions, enhance security, and understand how the website is used.

The user can control cookies through their internet browser settings. Disabling certain cookies may affect some website functions or services.

External Links and Websites

The website may contain links to websites, platforms, or electronic services belonging to other parties. Those websites are subject to their own privacy policies, terms, and conditions.

The Emirates Red Crescent is not responsible for the privacy practices of external websites accessible through links on the website, and users should review the privacy policies of those parties before submitting their data to them.

Data Accuracy and User Responsibility

The user is responsible for providing correct, accurate, and up-to-date data when using electronic services, and for notifying the relevant authority when correction or updating of their data is required.

The user is also responsible for maintaining the confidentiality of their account login credentials, not sharing them with others, and notifying the relevant authority if they suspect unauthorised use of their account.

Updates to the Privacy Policy

This policy may be updated from time to time to keep pace with changes in services, regulations, or legal and regulatory requirements.

The updated version of the privacy policy will be published on the website, along with the date of the latest update. Continued use of the website after updates are published constitutes acknowledgement of having read the updated version, within the limits permitted by applicable laws and regulations.

Applicable Law

This policy is governed by applicable legislation and regulations in the United Arab Emirates, including legislation relating to the protection of personal data, to the extent applicable to the website and the services provided through it.

Contact Us

If you have any inquiry or request relating to privacy or the processing of your personal data, you may contact the Emirates Red Crescent through the official communication channels published on the website.

Emirates Red Crescent

Hifz Al Naema Project – Abu Dhabi – Mussafah Industrial Area

Location: <https://share.google/K47z7FyzvjmiVHsUg>

Abu Dhabi – United Arab Emirates

Customer Happiness Service: 800733

Email: (not specified in the document)

Acknowledgement

The website user acknowledges that they have read this privacy policy and understood how their personal data is collected, used, and protected as described herein, while retaining their rights established under applicable legislation and regulations.