



## Privacy and Refund Policy

Transform Schools, People For Action (PFA) is committed to the ethical collection, retention and use of your personal information on our site ([www.transformschools.in](http://www.transformschools.in)). The information below explains our policy regarding your privacy and the website. By visiting, you are accepting the practices described in this Privacy Notice.

### Collection of Information

While visiting our website, you may provide us with personal information (such as name, address, e-mail, telephone numbers and/or credit/debit card information) that you knowingly choose to disclose, which is collected on an individual basis for various purposes. We won't collect or record your personal information unless you choose to give it us.

We collect information from you in a number of ways, for example when you:

- Make a donation
- Sign up to our campaign
- Sign up to stay updated

### Use of Information

We use the information you give us in the following ways:

- To make sure we have an accurate record of all the donations we receive.
- To email you with news and information about PFA and our campaigns, but only if you have agreed to this.
- To make sure you are receiving the most appropriate and relevant information for you.
- To find out more about you and the people who are visiting our website, donating or joining our campaign.

Notwithstanding anything contained herein or any other contract between you and PFA, PFA reserves the right to disclose any Personal Information about you without notice or consent as needed to satisfy any requirement of law, regulation, legal request or legal investigation, to conduct investigations of breaches of law, to protect the Site, to protect PFA and its property, to fulfil your requests, to protect our visitors and other persons and if required by the policy of PFA.

### Privacy of our email lists

Individuals who join our mailing lists via our website or through our campaigning engagements are added to our email database. We do not sell, rent, loan, trade, or lease the addresses on our lists to anyone.

### Site Browsing

You browse the Site anonymously. We do not require you to identify yourself or reveal any Personal Information while browsing through the Site. However, you may not be able to access certain sections of the Site or interact with us without supplying us with Personal Information. For instance, you would not be able to make donations on the Site, without providing the your Personal Information.

### Security and Protection of Data

- PFA uses well-recognised and proven technology for security and protection of data.
- All the information is stored on our server and is not publicly accessible

- Several layers of built-in security, including an advanced firewall system, encryption of important numbers, and use of passwords, protect the collected information.

### Choice/Opt-Out

If you have registered to receive e-mail communications from us and later change your mind, you may contact us to have your name removed from our distribution lists, you can send an e-mail to: [connect@peopleforaction.org](mailto:connect@peopleforaction.org)

### Changes in the policy

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. PFA reserves the right to modify its website and/or this Privacy Policy at any time and users are deemed to be apprised of and bound by any such modifications.

### Cookie policy

- Cookies are pieces of electronic information which will be sent by PFA when you use our website. These will be placed in your computer's hard disk and enable us to recognise you as a user when you next visit
- You can configure your browser so that it responds to cookies the way you deem fit. For example, you may want to accept all cookies, reject them all or get notified when a cookie is sent. Please check your browser's settings to modify cookie behaviour as per your individual behaviour.
- Please note that if you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites then you may not be able to use the website as it is intended.

### Eternal Web Links

- We use a number of external web services on our site to display content within our web pages. For example, to display video we use YouTube. As with the social buttons, we cannot prevent these sites, or external domains, from collecting information on your use of the content we embed on our site.
- The Site contains links to other websites for the benefit of its visitors. This Privacy Policy does not apply to such other websites. PFA is not expressly or impliedly responsible for, or liable to any loss or damage caused to you by the collection, use and retention of Personal Information by such website in any manner whatsoever. It is important that you review the privacy policies of all websites you visit before you disclose any information to such websites.

### Copyright

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### Refund Policy

Transform Schools, People For Action takes the greatest care to process donations as per the instructions given by our donors, online and offline. We have instituted a donation refund policy to ensure fair and transparent processing of requests for refund of donations.

PFA will examine request for refund of donation and endeavor to make the refund. We may also seek proper explanation and reason from the donor. Also, it will require further verification and need documents of proof as well as for donation. If you would like your donation to be refunded, you must request PFA within seven (7) days of making the donation by sending an email at [connect@peopleforaction.org](mailto:connect@peopleforaction.org) along with the following details:

- Date of Donation, Amount of Donation, Mode of Donation i.e. Cheque, Credit Card or Online Payment
- Proof of the deduction of the donation amount.
- In cases where the donation receipt has already been issued to the donor, the donor will have to return the original receipt to us at our office addresses.

Please note we will not be able to refund the donation:

- If the programme activities have been commenced/or the funds have been utilised,
- If the tax exemption certificate is already issued
- If the sought refund is in contravention to any applicable laws such as Foreign Contribution Regulation Act, Income Tax.

The refund process may take time 7 to 30 working days depending on the availability of the information from third parties such as Payment Gateway, Banks, etc. through which transaction is done.

### Contact

If you have any questions at all about our privacy policy, please email us: [connect@peopleforaction.org](mailto:connect@peopleforaction.org)

30 June 2021