



Zaman Privacy Policy for Donors

At Zaman International, we're committed to protecting and respecting your privacy. Privacy matters in the digital age can be confusing. This page explains our approach to privacy at our organization, our facility, and on our website, as well as how that approach affects you. This page explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others, and what choices you have.

Dated: 25 AUG 2019

Short Version

We never share your specific data with third parties except to help us deliver our communications to you or to complete transactions initiated by you.

- We may collect anonymous statistics about your visit, like which of our pages you viewed via Google Analytics.
- When you register with Zaman, we take great care to keep your information safe, and we will never share it with others without your express permission except for that information which we need to transmit for payment processing or are required to disclose by virtue of legal proceedings, subpoena, civil investigative demand or other similar process or by any law, rule or regulation of any governmental agency or regulatory authority. Our current Payment Processing vendors are listed in our full policy located below.
- Some third parties like Facebook and Twitter may know you visited this website if you use their services. We cannot control them, but we do not believe this knowledge poses any threat to you.
- We do aggregate data and report statistics associated with our volunteers and donors to stakeholders, whether in presentations, grant applications, during tours or on our website. An example of this type of data aggregation would be the number of donors supporting Zaman or these statistics reported in our 2018 Annual Report. For instance:
 - 444 Active Community Partners
 - 14,335 hours of volunteer service donated this year

These are just the key points. If you need more detail, keep reading.

1. Who are we?

Zaman International is a non-profit organization with tax-exempt status as provided by the Internal Revenue Code under section 501(c)(3) and the California Revenue and Taxation Code Section 23701(d). Zaman International's tax identification number is 20-1946065. Our mission is to facilitate change and advance the lives of marginalized women and children by enabling them to meet essential needs common to all humankind.

Full contact details here: <http://www.zamaninternational.org/contact.php>

At Zaman International, we're committed to protecting and respecting your privacy. This Privacy Policy describes how Zaman International handles the information that we collect through direct mail, phone or text message, through onsite paperwork, through websites operated by us from which you are accessing this Privacy Policy (the "Websites"); through the software applications made available by us for use on or through computers and mobile devices (the "Apps"), through our social media pages that we control from which you are accessing this Privacy Policy (collectively, our "Social Media Pages") as well as through HTML-formatted email messages that we send to you that link to this Privacy Policy (collectively, including the Websites, the Apps and our Social Media Pages, the "Services"). By using any of these Services, you agree to this Privacy Policy.

2. How do we collect information from you?

We obtain information about you in a variety of ways, including when you:

- register for one of our events.
- submit an online or in-person volunteer application.
- donate in-kind items or monetarily through Zaman staff.
- complete one of our online donation forms.
- sign up to receive our newsletter(s).
- request a client relationship with us to receive support.
- submit requests for follow up to us (like asking for information on volunteering or scheduling a donation pick up.)
- visit us to take a tour, shop in our resale store, or attend a function.
- contact us for assistance.

When you complete one of these actions, we will record specific personal information about you, such as your name, phone number, and email address in our contact management system. We use a cloud-based contact management system to record the specific details around donation and event registration transactions, exclusive of credit card, and bank details. You can view your data as we have it through the constituent login portal when you create and sign-in to your account.

Our volunteer data is stored in Excel and aggregated for reporting purposes, and will be migrating to a new cloud-based system for volunteer management in 2019. Your data, like name and email, is used in MailChimp to facilitate our volunteer newsletter distribution, event marketing, and related activities. You have the option to opt-out of these contacts in these communications.

When your requested transaction with us requires payment, we use a payment provider (to pay for your registrations & donations via credit card or ACH, for instance). The payment processor will have access to your personal and payment information. **Note - when you pay online by credit or debit card, Zaman International staff members do not have access to your full card details.** Our online payment processing is provided by a combination of Neon CRM for the front end, secure payment forms, and Payment Tech Services for the back end payment processing with credit card companies. Information shared with these companies is only to the extent necessary for processing payments you make via our website.

If you use a credit or debit card in our resale shop, our Clover Point of Sale system is the payment processor. Your Personal Information may be collected by Clover and not by us and will be subject to Clover's privacy policy, rather than this Privacy Policy. We have no control over and are not responsible for Clover's collection, use, and disclosure of your Personal Information. Information shared with Clover is only to the extent necessary for processing payments. The Clover Privacy Policy can be viewed here: <https://www.clover.com/privacy-policy>. Post-transaction, Zaman staff will only have access to the last four digits of your credit card and the transaction number.

If you contact us to request an ACH or direct debit from a bank account, we manually collect your bank details and submit them to our financial services sub-contractor for processing and manually correlate them to your account in our contact management system. Zaman International does not retain your bank details after submission. Currently, our financial services sub-contractor is Financial One.

If you wish to make an online payment to Zaman International, your Personal Information may be collected by these third parties and not by us and will be subject to the third party's privacy policy, rather than this Privacy Policy. We have no control over and are not responsible for this third party's collection, use, and disclosure of your Personal Information. We have confirmed that they have appropriate policies in place as of 25 May 2018. As of that date, the privacy policy for these entities is located as follows:

- Chase Payment Tech - <https://www.chasepaymenttech.com/privacypolicy/>
- Neon CRM - <https://www.neoncrm.com/content/privacy/>
- Financial One Accounting – Hard Copy available upon request from <https://finoneinc.com/contact/>

Also, if you elect to connect your social media account to your Services account, certain Personal Information from your social media account will be shared with us, which may include Personal Information that is part of your profile. We only use this data as part of your constituent login at your direction. We may post on our social media accounts when you donate, but only when your account is set to allow social media tagging for events and/or donations. You may change this at any time in your profile when you log in to your account.

If you disclose any Personal Information relating to other people to our service providers or us in connection with the Services, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Policy.

3. What information do we collect & how is it used?

“**Personal Information**” is information that identifies you as an individual or relates to an identifiable individual, including:

- First and last name
- Postal address (including billing and shipping addresses)
- Telephone number
- Email address
- Donation or registration amount
- Credit card, checking account or other billing information (collectively, “**Billing Information**”)
- Username and password
- Profile picture

We may need to collect and process these types of Personal Information to process your request, or because we are legally required to do so. If you do not provide the information, we may not be able to process your request appropriately.

We collect information to allow us to fulfill our obligations to our registrants and to respond to event inquiries.

We may send you email notifications regarding our service (such as invoices) or which you have specifically requested (such as newsletters, donation acknowledgments, or notifications when a registration is completed). You can opt-out of any of this communication at any time. Note that we will ALWAYS send an acknowledgment of a donation if we have either an email or a postal address.

We will *never* provide your personal information or email address to any third parties except where they are specifically employed to help deliver our services, as detailed above.

4. Sensitive Data

We do not gather sensitive personal data (e.g., health, genetic, biometric, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sexual orientation, and criminal convictions) from donors. We expressly request that you do not provide any such sensitive data to us.

We may collect information regarding what professional skills or interests our volunteers and community partners would like to share with us, and the value of those professional services. We do not disclose this information to anyone outside Zaman other than for tax and audit purposes.

4.1. Third Parties

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.
- We disclose only the personal information that is necessary to process your requests or our communications with you.

4.2. Children's information

Our services are not specifically directed to children under 13. If you learn that a child under 13 has provided us with personal information without consent, please contact us. Children volunteering or participating in one of our events may provide their age, date of birth, gender, name, school, or other organization association. We will not share this data outside Zaman. Donations made by children will be grouped with the parent's account when the association is known.

4.3. Details

Our service providers and we may collect and process Personal Information about you for our legitimate business interests, including the following:

- To respond to your inquiries and fulfill your requests, process your donations or registrations, send you acknowledgment letters, and provide you with related customer service.
- To send administrative information to you, such as changes to our terms, conditions, and policies, as well as marketing communications that we believe may be of interest to you, such as newsletters, updates, and other information regarding our Services, events, fundraising efforts, and other matters.
- To personalize your experience on the Services by presenting products and offers tailored to you, and to facilitate social sharing functionality.
- For our business purposes, such as data analysis, audits, fraud monitoring, and prevention, developing new products, enhancing, improving or modifying our Services, identifying usage trends, determining the effectiveness of our promotional campaigns, and operating and expanding our business activities.

5. Controlling your information

You have certain rights concerning the information we hold about you and how we contact you. If you wish to adjust any of our default settings as they relate to your rights, please [contact us](#), including your email address in the first instance or your transaction date so that we can consolidate any duplicate accounts and ensure your request is appropriately addressed. We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you opt-out of receiving emails from us, we may still send you important administrative messages. If you remove all communication methods, you may eliminate our ability to send you End of Year Donation Summaries.

5.1. Requesting a copy of your information

You may request a copy of any data we hold about you. Upon request, we will provide CSV files (which you may open in a program such as Microsoft Excel) containing the personal data we hold on record about you. Data may be redacted by Zaman to prevent the unintended disclosure of any other protected, proprietary, or confidential matter. Alternatively, you can manage your existing account online via the constituent login portal at <https://secure.zamaninternational.org/np/constituent/accountHome.do>

5.2. Updating or correcting your information

The accuracy of your information is important to us. If you change your email address or any of the other information we hold is inaccurate or out of date, please [contact us so that](#) we may correct our records.

6. Automated decision making

We do not use any personal information for automated decision making or profiling; your data is not subject to automated decision making or profiling.

7. Use of 'cookies'

Like many other websites, the Zaman International website uses cookies. Cookies are small pieces of information that are stored on your computer or mobile device when you visit a website.

The cookies we use are '1st party' cookies. We don't use any 'third party' cookies (these are often used to track behavior across a range of websites, so targeted advertising can then be applied. We don't do this!!) The following outlines what we will use cookies for:

Google Analytics sets cookies to help us accurately estimate the number of visitors to the website and what content is most popular. This helps to ensure that our website is responding to your needs in the best way possible. This records what pages you view within our site, how you arrived at our site, and some basic information about your computer. All of that information is anonymous – so we don't know who you are, just that somebody visited our site.

By using and browsing the Zaman International website, you consent to cookies being used in accordance with this Policy. If you do not consent, you must turn off cookies or refrain from using the site. Most browsers allow you to turn off cookies. To do this, look at the 'help' menu on your browser. Switching off cookies should not noticeably restrict your use of this website. You can learn more about [Google Analytics](#) or [opt out if you wish](#).

8. How do we respond to "Do Not Track" Signals?

We do not track users over time and across third-party websites to provide targeted advertising, and therefore we do not respond to Do Not Track (DNT) signals. Third parties cannot collect personally identifiable information about your online activities over time and across different websites when you use the Website.

9. Security

Zaman International takes security seriously. We seek to use reasonable organizational, technical, and administrative measures to protect Personal Information within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100 percent secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the "Whom Should I Contact?" section below.

Our websites use secure socket layer (SSL) encryption to protect the transmission of any Billing Information that you submit to us via the websites when you use our secure online

donation forms, and the Billing Information you provide to us is stored securely according to Payment Card Industry Data Security Standards (PCI-DSS).

Additionally, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect. These steps include the following:

- Password best practice
- Security best practice concerning devices (PCs, laptops, mobile devices), online accounts, website hosting, physical access, and storage
- Staff training and accountability on data protection
- All access to information restricted by password and appropriate role assignment.

10. How long do we retain your Personal Information?

We will retain your Personal Information for as long as needed or permitted in light of the purpose(s) for which it was obtained. The criteria to determine retention periods include:

- For as long as we have an ongoing relationship with you (such as delivering products or services, maintaining an online account in your name, sending you a newsletter);
- As required by a legal obligation to which we are subject to; or
- As advisable in light of our legal position (such as regarding applicable statutes of limitations, litigation, audit, or regulatory/government investigations).

10.1. What happens to feedback or other information that you submit or post to the Website?

Certain features of the Website may enable you to submit communications, suggestions, ideas, comments, questions, or other information to us (collectively, "**Feedback**") as well as post information to the Website for review by all users of the Website ("**Posted Information**"). Feedback and Posted Information becomes public information and is submitted at your discretion. When you submit Feedback or Posted Information, you expressly consent to our collection, use, and disclosure of such information in any manner, and agree that such Feedback and Posted Information remains subject to the Website Terms and Conditions.

10.2. What rules apply if you click over to third party websites?

The Website may be linked to other sites that are not maintained by Zaman International, including, but not limited to, third-party application stores, mobile software platforms, on-line gaming platforms, social networking services, and payment providers (collectively, "**Third Party Websites**"). Third-Party Websites are subject to their separate terms and conditions and privacy policies and are not covered by this Privacy Policy. By clicking on any of these links or otherwise accessing Third-Party Websites, you acknowledge and agree that you are leaving the Website. Zaman International assumes no liability and is not responsible for the content or practices of any Third-Party Websites. The inclusion of any link to a Third-Party Website does not imply endorsement by Zaman International of such Third-Party Website or any product, service, content, materials, or information available through such Third-Party Website. Zaman International makes no representations regarding any Third-Party Website that may be accessed by a link from the Website.

11. Where do we transfer your Personal Information?

Your Personal Information may be stored and processed in any country where we have facilities or in which we engage service providers, and by using the Services, you consent to the transfer of information to countries outside of your country of residence, including the United States, which may have data protection rules that are different from those of your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies, or security authorities in those other countries may be entitled to access your Personal Information.

12. Data Breaches

Should a data breach occur, Zaman International will notify all contacts in our donor database within 30 days from the time we are made aware of the breach. Where appropriate, Zaman International will promptly notify you of any unauthorized access to your personal information.

13. Changes to this Policy

We reserve the right to revise, amend, or modify this Privacy Policy at any time and in any manner. However, if we plan to materially change how we plan to use previously collected personal information, we will provide you with advance notice before the change becoming effective and an opportunity to opt-out of such differing uses. We encourage you to periodically review this page for the latest information on our privacy practices. The "Updated" legend at the top of this Privacy Policy indicates when this Privacy Policy was last revised. Any changes will become effective when we post the revised Privacy Policy. Your use of our Site following these changes means that you accept the revised Privacy Policy.

14. Whom Should I Contact?

We encourage individuals covered by this Privacy Policy to raise any concerns about our processing of personal information by contacting us via our website, [contact us](#).

Or by writing us at:

Zaman International
ATTN: Data Administration
26091 Trowbridge St.
Inkster, MI 48141

Alternatively, you can call 313-551-3994 during regular business hours.

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