

Human Resource Manual and Policies



EVERY HUMAN MATTERS FOUNDATION
Helps Us to Help Humanity

Supporter Promise and Privacy Policy



Approved By: Board of Directors

Dated: February 2018

1. Purpose

Every Human Matters Foundation is committed to protecting the trust, privacy, and confidence of our donors, supporters, beneficiaries, partners, and website visitors. This policy sets out:

- Our commitments to supporters;
- How we collect, use, protect and manage personal information;
- How we communicate with supporters;
- The rights supporters have regarding their personal data.

This policy aligns with principles of transparency, accountability, ethical fundraising, and responsible data protection.

2. Our Supporter Promise

When you support Every Human Matters Foundation, we make the following commitments:

We promise to:

2.1 Use Funds Responsibly

We will apply donations and other support responsibly, efficiently and in line with our mission to serve vulnerable and underserved communities.

2.2 Put Beneficiaries First

Decisions about resource use will prioritize the dignity, safety, and well-being of those we serve.



2.3 Raise Funds Ethically

We will conduct fundraising honestly, lawfully, and with integrity.

2.4 Keep You Informed

We will share updates, reports, and impact information so you understand how your support contributes to change.

2.5 Respect Your Privacy

We will not sell your personal data.

We will not share your information with third parties for their own marketing or commercial use.

2.6 Respect Your Communication Choices

We will only contact you in accordance with your preferences and consent.

You may opt out or update preferences at any time.

2.7 Listen and Respond

We welcome questions, complaints, feedback, and suggestions and will respond respectfully and promptly.

3. Information We May Collect

We may collect personal information when you:

- Make a donation;
- Sign up for newsletters or updates;
- Participate in campaigns or events;
- Contact us by email, phone or website;
- Volunteer or partner with us;



Information collected may include:

- Name
- Postal address
- Email address
- Telephone number
- Donation records
- Communication preferences
- Event participation information
- Technical website usage data (such as cookies or analytics)

Where donations are made through third parties, we may receive your information only where you have permitted such sharing.

4. How We Use Your Information

We may use your information to:

- Process donations;
- Maintain accurate supporter records;
- Provide receipts and acknowledgements;
- Communicate impact updates and organizational news;
- Respond to inquiries;
- Improve fundraising and supporter engagement;

We only use personal data for legitimate organizational purposes related to our mission following the strict compliances around confidentiality and consent.



5. Communication and Consent

We may contact you regarding:

- Programme updates
- Appeals or fundraising campaigns
- Events and initiatives
- Reports or newsletters

We will only send marketing or fundraising communications through channels you have agreed to receive.

You may withdraw consent or change preferences at any time.

EHMF does not engage in unsolicited cold calling.

6. Data Sharing and Third-Party Service Providers

We may use trusted service providers to support operations, such as:

- Payment processors
- Mailing and printing services
- IT or database service providers
- Communication platforms

Where this occurs:

- Only necessary information will be shared;
- Data sharing will be governed by contractual safeguards;
- Providers must use information only for services provided to EHMF;
- Providers may not use supporter data for their own purposes.



7. Data Security

We take reasonable technical and organizational measures to protect personal data from:

- Unauthorized access
- Misuse
- Loss
- Alteration
- Disclosure

Supporter information is stored on secure systems with access limited to authorized personnel and service providers.

8. Data Retention

We retain personal information only as long as necessary for:

- Donation administration
- Legal or regulatory compliance
- Financial audit requirements
- Legitimate organizational records

Data no longer required will be securely deleted or anonymized.

9. Your Rights

You may request to:

- Access information we hold about you;
- Correct inaccurate information;
- Update communication preferences;
- Withdraw consent;



- Request deletion where legally permissible;
- Raise concerns regarding data handling.

Requests may be made using the contact details below.

10. Children and Vulnerable Individuals

EHMF does not knowingly collect personal information from children without appropriate safeguards and consent where required.

Information relating to vulnerable individuals is handled with heightened confidentiality and protection.

11. Policy Updates

This policy may be updated periodically to reflect legal requirements, operational changes, or improved practices.

The latest approved version will be published on our website.

13. Contact Us

For questions, complaints, or requests related to this policy, contact:

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