Zaman International Data Privacy Policy

At Zaman International, we prioritize safeguarding the confidentiality, integrity, and accessibility of all data entrusted to us by our clients, partners, employees, and donors. Our Data Protection Policy underscores our dedication to adhering to pertinent data protection laws and regulations, securing sensitive information, and fostering a privacy-centric ethos across our organization. This policy delineates our thorough approach to data protection, covering the utilization of diverse platforms like Salesforce and ECM for clients, ADP for employees and contracts, NEON CRM for donors, and Volgistics for volunteers.

I. INFORMATION WE COLLECT

We collect "Non-Personal Information" and "Personal Information." **Non-Personal Information** includes information that cannot be used to personally identify clients, donors, employees or volunteers, such as anonymous usage data, general demographic information we may collect, demographic, ages, gender and ethnicity. **Personal Information** includes a person's name, phone number, birthday, social security number, and email which can be submitted to us through the registration process at our sites on Volgistics, NEON CRM, and Salesforce.

A. *Information collected via Technology*

1. **Analytics**: We may use analytics tools, such as Google Analytics, to collect data about website traffic and user interactions. This information is anonymized and aggregated to understand usage patterns, preferences, and demographics.

2. **Log Files**: Our servers automatically record certain information when someone accesses our website or uses our services. This may include the device's IP address, browser type, operating system, referring/exit pages, and timestamps. Log files help us diagnose technical issues, administer the site, and track user movements.

3. **Social Media:** If a person interacts with our organization through social media platforms, we may collect information about their interactions, such as likes, comments, and shares. This information helps us engage with our audience and tailor our content to better meet their needs.

4. **Geolocation Data**: In some cases, with your consent, we may collect geolocation data from a user's device to provide location-based services or personalize content.

Data Usage and Purpose: The information collected via technology is used for various purposes, including:
- Personalizing user experience on our website and platforms.
- Analyzing trends and user behavior to improve our services.

- Monitoring and ensuring the security of our systems.
- Providing relevant content and communications.
- Complying with legal obligations and regulations.

Data Sharing and Retention: We do not sell a user's personal information collected via technology to third parties. However, we may share it with trusted service providers who assist us in operating our website, conducting business activities, or delivering services on our behalf. Additionally, we may disclose information when required by law or to protect our rights, property, or safety.

We retain information collected via technology for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law.

A User's Choices: A user has the option to manage cookies and tracking technologies through their browser settings or by opting out of certain tracking mechanisms. However, please note that disabling cookies may affect the experience on our website and limit certain features.

Updates to this Policy: Zaman International reserves the right to update or modify this section on Information Collected via Technology to reflect changes in technology, legal requirements, or business practices. We encourage you to review this policy periodically for any updates.

To activate Services through NEON CRM, ADP or Volgisitcs, a person needs to submit some Personal Information other than their email addresses. For example, if using ADP, a person needs to provide their names, addresses, tax information, social security numbers, and birthdays. In Volgistics, a person must provide their name, address, birthday and phone number. In Salesforce, clients are asked to provide Personal and Non-Personal information to the intake specialist or to their case work. NEON CRM will only require donors to provide their names and email addresses to register and create an account.

B. *Information a user provides to us by registering for an account*

In addition to the information provided automatically by a user's browser when they visit our site like Volgisitcs, ADP, or NEON CRM, to become a volunteer, donor or employee to the Service a user will need to create a personal profile. They can create a profile by registering with the Service and entering their email address, and creating a user name and a password. By registering, they are authorizing us to collect, store and use your email address in accordance with this Privacy Policy.

C. *Children's Privacy*

The Sites like Volgistics, NEON CRM and ADP are not directed to anyone under the age of 16. The Site does not knowingly collect or solicit information from anyone under the age of 16, or allow anyone under the age of 13 to sign up for the Service. In the event that we learn that we have gathered personal information from anyone under the age of 16 without the consent of a parent or guardian, we will delete that

information as soon as possible. If anyone believes we have collected such information, please contact us at info@zamaninternational.org.

II. HOW WE USE AND SHARE INFORMATION

A. *Personal Information:*

Except as otherwise stated in this Data Privacy Policy, we do not sell, trade, rent or otherwise share for marketing purposes a person's Personal Information with third parties. We do share Personal Information with vendors who are performing services for the organization, such as the servers for our email communications who are provided access to the user's email address for purposes of sending emails from us. Those vendors use a person's Personal Information only at our direction and in accordance with our Privacy Policy.
In general, the Personal Information a person provides to us is used to help us communicate with them. For example, we use Personal Information to contact clients in response to questions, provide services, solicit feedback from users, provide technical support, and inform users about food drives, back to school drives and holiday drives. We also contact clients to promote health and mental classes offered at our Health Center.For Donors and Volunteers, we send monthly newsletter to inform them of volunteering events and fundraising opportunities.

B. *Non-Personal Information:*

In general, we use Non-Personal Information to help us improve the Service and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns in our systems. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers and other third parties at our discretion.
In the event we undergo a business transaction such as using a new database platform, acquisition by another company, your Personal Information may be among the assets transferred. Users/clients acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process their Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes to the Site so that you may opt out of the new information practices. We suggest that you check the Site periodically if you are concerned about how your information is used.

III. HOW WE PROTECT INFORMATION

We enforce security protocols to safeguard client/user information against unauthorized access. Our servers are fortified with WatchGuard and Webroot, an antivirus software designed to shield computers and mobile devices from malware, viruses, phishing attacks, and various online threats. Utilizing cloud-based technology, this software ensures real-time protection and continuous updates to threat databases.

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To strengthen security further, our firewall (WatchGuard) and client/user accounts are shielded by individual account passwords. We strongly advise users to maintain the confidentiality of their passwords and to log out after each session to prevent unauthorized access. Additionally, we employ encryption, firewalls, and secure socket layer technology to fortify against potential security breaches.

Despite these measures, it's important to acknowledge that no system is entirely immune to breaches. While we strive to protect user information, we cannot guarantee that it won't be accessed, disclosed, altered, or compromised due to firewall or secure server software breaches. By using our service, you acknowledge and accept these inherent risks.

IV. YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

Clients/users have the right at any time to prevent us from contacting them for marketing purposes. When we send a promotional communication to a user, the user can opt out of further promotional communications by following the unsubscribe instructions provided in each promotional email or text. They can also indicate that they do not wish to receive further communications from us by replying to our text messages the words "STOP," "QUIT," "UNSUBSCRIBE," "OPT-OUT," or "CANCEL." They are able to do the same with our email messages.

V. LINKS TO OTHER WEBSITES

This Privacy Policy applies solely to information collected by us through our sites and other platforms. Therefore, this Privacy Policy does not apply to the client/user use of a third party website accessed by selecting a link on our Site or via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

VI. CHANGES TO OUR PRIVACY POLICY

The Company reserves the right to change this policy and our Terms of Service at any time. We will notify the clients/users of significant changes to our Privacy Policy by sending a notice to the primary email address or text messages specified in their account or by placing a prominent notice on our site. Significant changes will go into effect 30 days following such notification. Non-material changes or clarifications will take effect immediately. They should periodically check the Site and this privacy page for updates.

VII.   CONTACT US

If you have any questions regarding this Privacy Policy or the practices of this Site, please contact us by sending an email to info@zamaninterational.org.

Last Updated: This Privacy Policy was last updated on 6/12/2024.

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