



Citizens 4 Change privacy policy

Last updated January 2020

Contents

1/ Who are we?	2
2/ Who are you?	2
3/ Information we may collect from you.	2
4/ Why we collect your data	3
5/ How We Protect Your Information.	4
6/ What We Will Do With Your Information.	4
7/ Children's Personal Data.	5
8/ Your Choices And Rights.	6
9/ Data Retention.	6
10/ Changes to this Policy.	7
11/ English Version Controls.	7

At Citizens 4 Change, we value your privacy and respect your interest in knowing how information about you is collected and used.

This privacy policy describes how we collect, use, and disclose information that we gather

- about visitors to our website www.citizens4change.net,
- from users of the ConnectGo survey platform,
- and the information we collect when we communicate with customers, users, or other individuals related to the services (whether by phone, email, or other method).

This Policy also outlines your rights and choices with regard to the information collected about you.

1/ Who are we?

Citizens 4 Change is the trading name for C4C Community Interest Company. Reg 12110611.

C4C addresses the collective action problem of violence against children; catalysing social value in the form of inclusive, safe societies for young people. C4C identifies and builds a critical mass of citizen protectors; who have the competence to make decisions that are in children's best interest.

If you have any questions or concerns regarding the way in which your personal data is being processed or you want to exercise your rights, please reach out to Citizens 4 Change at privacy@citizens4change.net

2/ Who are you?

This Policy applies to any visitor to our website; users of the Services; individuals who contact us or with whom we communicated via phone, email, or otherwise; and Customers.

Children have the same rights as adults under this Policy.

3/ Information we may collect from you.

Citizens 4 Change processes your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR").

Personally Identifiable Information. We collect information about your name, location, age, gender and contact details when you register as a Citizen 4 Change and / or when you register for events. If we cannot collect this data, we may be unable to on-board you as a member or provide services to you.

Sensitive Information. We collect information about your interests; attitudes; knowledge and behaviour when you complete our surveys.

Non-Personally Identifiable Information may be collected from you when we profile you as a child protector. This includes short quotes or extracts from interviews with no names or identifying characteristics. We also collect backend data generated by our online platforms such as the number of users and their levels of engagement.

In Other Communications. You may share information in communications with us relating to the Services, including during phone calls (and call recordings), chats, or over email. Personal data gathered may include contact information, employment details, user preferences, and any other information you choose to share. Please only provide us personal data that we need in order to respond to your request.

4/ Why we collect your data

We use the personal data we collect under this Policy in furtherance of our legitimate business interests, which include:

Provision of Services: To provide and operate our Services

Customer Support: To communicate with you about your use of the Services; respond to your communications, complaints and inquiries; provide technical support; and for other customer service and support purposes.

Personalization: To tailor content we send or display to you in order to offer location customization and personalized help and instructions, and to otherwise personalize your experience using the Services.

Information sharing: For example, we may use contact information such as your telephone or email address to contact you about events and research, to survey you about your attitudes and behaviour, and to share information about how to better protect children from harm.

Advertising: To assist in advertising the Services on third party websites.

Analytics: To better understand how users access and use the Services, and for other research and analytical purposes, such as to evaluate and improve the Services and to develop additional products, services, and features.

Protect Legal Rights and Prevent Misuse: To protect the Services; prevent unauthorized access and other misuse; and where we believe necessary to investigate, prevent, or take

action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, or violations of this Policy.

Comply with Legal Obligations: To comply with the law or legal proceedings; for example, we may disclose information in response to lawful requests by public authorities, including responding to national security or law enforcement disclosure requirements.

General Business Operations: Where necessary to the administration of our general business, accounting, recordkeeping, and legal functions.

5/ How We Protect Your Information.

We commit to not publicly disclosing your personally identifiable information.

We have implemented technical, physical, and administrative safeguards to protect your information. However, no company can guarantee the absolute security of Internet or telecoms communications. If you have any questions about how we secure your information, please contact us at privacy@citizens4change.net

6/ What We Will Do With Your Information.

We use your information to send you surveys and information about how to protect children better. We analyse your responses to demonstrate how a growing number of people are protecting children; how their knowledge and attitudes are evolving; and to demonstrate the obstacles they face.

This data analysis does not reveal any personally identifiable information but they may reveal sensitive information. Therefore we request you to opt in to receiving surveys and store your consent to do so on our ConnectGo platform.

We will not sell information about you to a third party or allow a third party to use information we provide for its own marketing purposes. We may share information about you with your consent, at your request, or as follows:

With your consent, we may publish testimonials you share with us, which could contain personal data such as your full name and other information you choose to share. If you wish to update or remove your testimonial, please notify us at privacy@citizens4change.net

Through Use of Community Features. Our Sites may include interactive features, including forums, online communities, bulletin boards and publicly accessible blogs. You should be aware that any information that you post in a Community Feature might be read, collected, and used by others who access it. To request removal of your personal data from a Community Feature, contact us at privacy@citizens4change.net. We will make commercially

reasonable efforts to remove your personal data from our Sites, and will let you know if we are unable to do so and why.

To Our Service Providers. We may share information about you with third party vendors, consultants and other service providers (data processors) who are working on our behalf or providing services to us. We obtain appropriate contractual protections to limit these service providers' use and disclosure of any information about you that we share with them.

Infrastructure Processors. We use certain third parties for some of the infrastructure used to host data that is submitted to the ConnectGo platform, including cloud providers.

Service Processors. We use third party service providers to process your personal data to assist us in business and technical operations. Citizens4Change has data processing agreements with such service providers, and their use of and access to personal data is limited to specific purposes. They provide services relating to: customer support, internet and connectivity, marketing (direct mail, email, lead generation), security, user experience.

Subcontractors: Independent Contractors. We may employ the assistance of independent contractors to work on specific projects. We train these independent contractors on applicable Citizens 4 Change policies and they are required to adhere to substantially the same data security practices as are Citizens 4 Change employees.

As Required by Law. We release information about you if we believe we must do so to comply with the law or a subpoena, bankruptcy proceeding, or similar legal process.

In a Business Transaction. If Citizens 4 Change is involved in a merger, acquisition, or sale of all or a portion of its assets, your information may be transferred to the acquiring entity as part of the transaction, and may also be reviewed as part of the due diligence review for the transaction.

Aggregate and Anonymized Information. We may share aggregate or anonymized information about users with third parties for marketing, advertising, research, or similar purposes.

If safeguarding concerns arise we will escalate this report to the authorities. Please see our safeguarding policy for further details.

7/ Children's Personal Data.

We do not knowingly collect any personal data from children under the age of 13. We encourage parents and legal guardians to monitor their children's Internet usage and to help enforce this Policy by instructing their children never to provide personal data through the Services.

If you have reason to believe that a child under the age of 13, without a parent or guardian's consent has provided personal data to us through the Services, please contact us at privacy@citizens4change.net, and we will use commercially reasonable efforts to delete that information.

8/ Your Choices And Rights.

Please email us at privacy@citizens4change.net if you wish to:

- Close your account.
- Unsubscribe from receiving surveys, news, or event information.
- Request access to your personal responses to surveys.
- Opt out of being contacted by us for marketing or promotional purposes.

You also have the following rights with respect to your personal data:

Access. You can ask us to confirm whether we are processing your personal data; give you a copy of that data; and provide you with other information about your personal data such as what data we have, what we use it for, who we disclose it to, whether we transfer it abroad, how we protect it, how long we keep it for, what rights you have, how you can make a complaint, where we got your data from and whether we have carried out any profiling, to the extent that such information has not already been provided to you in this Policy.

Rectification. You can ask us to rectify inaccurate information. We may seek to verify the accuracy of the data before rectifying it.

Erasure. You can ask us to erase your personal data, but only where it is no longer needed for the purposes for which it was collected.

Withdrawal of Consent. You can withdraw your consent in respect of any processing of personal data which is based upon a consent which you have previously provided.

9/ Data Retention.

We keep your personal data for as long reasonably necessary for the purposes set out in Section 6 above.

We will retain your profile data as necessary for our legitimate business purposes or to comply with our legal obligations (such as record keeping, accounting, fraud prevention and other business administrative purposes). Generally, where we no longer have a legitimate business purpose to retain it, we will anonymize or delete such personal data

within 180 days after you opt out of receiving surveys from the ConnectGo platform and/or after you unsubscribe from mailing lists.

However, we will maintain your personal information longer where required for tax or accounting purposes, to ensure we would be able to defend or raise a claim, or where we have a specific need to retain, though we will generally not keep personal data for longer than seven years following the last date of communication with you.

10/ Changes to this Policy.

We may update this Policy to reflect changes to our privacy practices. If we make any material changes that affect the way we treat information that we have previously collected from you, we will notify you by email (sent to the e-mail address specified in your account) or by means of a SMS message prior to the change becoming effective. We encourage you to periodically review this Policy for the latest information on our privacy practices.

11/ English Version Controls.

Non-English translations of this Policy are provided for convenience only. In the event of any ambiguity or conflict between translations, the English version is authoritative and controls.