



Children Relief Service (CRS)

Dzaleka Dowa, P.O Box 16 Dowa, Malawi

Children Relief Service Privacy Policy

Effective Date: 1March 2018

Organization: Children Relief Service (CRS)

Location: Dzaleka-Lilambwe, Dowa District, Malawi

Email: info@childrenreliefmalawi.org

Phone / WhatsApp: +265 993 73 45 42

Website: childrenreliefmalawi.org

1. Introduction

Children Relief Service (CRS) respects the privacy, dignity, and rights of the people who interact with our organization, programmes, services, and website.

As a community-led nonprofit organization working with children, youth, women, families, refugees, and host communities, we recognize the importance of protecting personal information entrusted to us.

This Privacy Policy explains how CRS collects, uses, stores, protects, and manages personal information obtained through our website, programmes, communications, events, partnerships, fundraising activities, and other organizational activities.

CRS is committed to handling personal information responsibly, transparently, and only for legitimate organizational purposes.

2. Purpose of This Policy

This Privacy Policy aims to:

- Explain what personal information CRS may collect.
- Explain how and why CRS uses personal information.
- Protect personal information from unauthorized access, misuse, loss, or disclosure.
- Explain how CRS handles photographs, stories, and information relating to programme participants.
- Provide information about people's privacy rights and choices.
- Promote transparency and accountability in CRS's use of personal information.

3. Information We May Collect

Depending on how you interact with CRS, we may collect information such as:

Information You Provide Directly

This may include:

- Name and contact details.
- Email address and telephone number.
- Organization or institution name.
- Information provided through contact or enquiry forms.
- Information included in correspondence with CRS.
- Information provided when requesting information, support, partnership, or other services.

Programme and Community Information

When necessary for the delivery and monitoring of CRS programmes, we may collect information relating to beneficiaries, participants, families, volunteers, staff, and community members.

This information may include registration details, programme participation, demographic information, needs assessments, referrals, and other information necessary to provide appropriate support.

CRS collects only information that is relevant and necessary for the purpose for which it is obtained.

Photographs, Videos, and Stories

CRS may collect photographs, videos, testimonials, case studies, and stories relating to its programmes and activities for documentation, learning, reporting, fundraising, awareness, and communication purposes.

CRS takes particular care when collecting or publishing information involving children and vulnerable individuals. Appropriate consent or authorization will be obtained where required, and identifying information will not be published where doing so could place an individual at risk.

4. Information Collected Through Our Website

When you visit the CRS website, some technical information may be collected automatically by the website or by services used to operate, secure, analyze, or improve the website.

This may include information such as:

- IP address.
- Browser and device type.
- Pages visited.
- Approximate location derived from technical information.
- Date and time of visits.
- Referring website or webpage.
- Basic website usage information.

The exact information collected depends on the website functions and third-party services that are active on the website at the time of your visit.

CRS uses such information primarily to maintain website security, improve website performance, understand how visitors use our website, and improve our communications and services.

5. Cookies and Similar Technologies

The CRS website may use cookies or similar technologies to support website functionality, security, performance, and analytics.

Cookies are small files that may be stored on your device when you visit a website.

Where applicable, cookies may help CRS understand how visitors interact with the website and improve the visitor experience.

You can manage or disable cookies through your browser settings. However, disabling certain cookies may affect some website functions.

6. How We Use Personal Information

CRS may use personal information for legitimate organizational purposes, including:

- Responding to enquiries and requests.
- Communicating with beneficiaries, community members, partners, donors, volunteers, and other stakeholders.
- Delivering and monitoring programmes and services.
- Protecting children and vulnerable people.
- Managing safeguarding, complaints, and referrals.
- Processing donations and maintaining appropriate financial records.
- Managing staff, volunteers, consultants, and partners.

- Preparing programme reports, monitoring and evaluation information, and organizational records.
- Communicating organizational news, activities, campaigns, and opportunities.
- Improving our programmes, services, and website.
- Meeting applicable legal, regulatory, contractual, and accountability requirements.

CRS does not use personal information for purposes that are incompatible with the reason it was collected without an appropriate basis or permission where required.

7. Protection of Children and Vulnerable People

Because CRS works directly with children and vulnerable communities, protecting their privacy is especially important.

CRS will take reasonable steps to:

- Minimize the collection of unnecessary personal information.
- Protect confidential information concerning children and vulnerable people.
- Avoid publishing identifying information that could expose a child or vulnerable person to harm.
- Obtain appropriate consent or authorization for photographs, videos, stories, and other public communications.
- Restrict access to sensitive information to authorized personnel.
- Handle safeguarding information with appropriate confidentiality.

Information relating to child protection, GBV, PSEA, or other sensitive cases will be handled according to CRS safeguarding procedures and applicable requirements.

8. Sharing of Personal Information

CRS does not sell personal information.

Personal information may be shared only where reasonably necessary for legitimate organizational purposes, including with:

- Authorized CRS staff or representatives.
- Relevant programme partners and service providers.
- Professional advisers or service providers working on behalf of CRS.
- Donors or development partners where reporting requirements require relevant information, subject to appropriate safeguards.

- Government authorities, law enforcement, health providers, or protection services where required or necessary to protect a person from serious harm or to comply with applicable law.

CRS seeks to limit information shared to what is necessary for the specific purpose.

9. Third-Party Services and External Websites

The CRS website may contain links to external websites, platforms, social media services, donation services, or other third-party websites.

When you follow a link to an external website, that website's own privacy policy and terms may apply.

CRS is not responsible for the privacy practices, content, or security of websites that are not operated or controlled by CRS.

10. Donations and Financial Information

CRS may provide information about how individuals and organizations can support our work through donations or other forms of assistance.

Where donations are processed through a third-party payment provider, payment information may be handled directly by that provider according to its own privacy and security practices.

CRS does not intend to collect or store complete payment card details on its website unless a secure system specifically designed for such processing is used.

11. Data Security

CRS takes reasonable organizational and technical measures to protect personal information against:

- Unauthorized access.
- Unauthorized disclosure.
- Loss or misuse.
- Alteration or destruction.
- Accidental disclosure.

Access to sensitive information is limited to individuals who require it for legitimate organizational responsibilities.

However, no electronic transmission or storage system can be guaranteed to be completely secure. CRS therefore cannot guarantee absolute security of information transmitted through the internet.

12. Retention of Personal Information

CRS retains personal information only for as long as reasonably necessary for the purpose for which it was collected, organizational recordkeeping, programme accountability, safeguarding, legal requirements, or other legitimate organizational purposes.

When information is no longer required, CRS will take reasonable steps to securely delete, destroy, or anonymize it where appropriate.

13. Your Privacy Rights

Depending on applicable law and the circumstances, individuals may have rights concerning their personal information, including the right to:

- Ask what personal information CRS holds about them.
- Request correction of inaccurate or incomplete information.
- Request deletion of information where appropriate.
- Ask how their information is being used.
- Withdraw consent where processing is based on consent.
- Raise concerns about the handling of their personal information.

Some requests may be subject to legal, safeguarding, contractual, or legitimate organizational limitations.

To exercise a privacy-related right or raise a concern, please contact CRS using the contact information provided below.

14. Confidentiality and Complaints

CRS takes privacy concerns seriously.

If you believe that your personal information has been used improperly, disclosed without appropriate authorization, lost, or otherwise mishandled, you may contact CRS and provide details of your concern.

CRS will review privacy complaints and take appropriate action based on the circumstances.

Where a concern involves safeguarding, child protection, GBV, or PSEA, it will be handled through the appropriate CRS safeguarding and reporting mechanisms.

15. Privacy of CRS Staff, Volunteers, and Partners

CRS also respects the privacy of its staff, volunteers, consultants, board members, partners, and other representatives.

Personal information relating to these individuals will be handled only for legitimate organizational, administrative, programme, contractual, safeguarding, financial, or legal purposes.

16. Changes to This Privacy Policy

CRS may update this Privacy Policy from time to time to reflect changes in our website, programmes, organizational practices, applicable requirements, or recognized good practice.

The updated version will be published on the CRS website with a revised **Last Updated** date.

We encourage visitors and stakeholders to review this page periodically.

17. Contact Us

If you have questions, requests, or concerns about this Privacy Policy or how CRS handles personal information, please contact us:

Children Relief Service (CRS)

Dzaleka-Lilambwe, Dowa District, Malawi

Phone / WhatsApp: +265 993 73 45 42

Email: info@childrenreliefmalawi.org

Website: childrenreliefmalawi.org

18. Our Commitment

At Children Relief Service, we are committed to protecting the dignity, safety, confidentiality, and privacy of the children, families, communities, staff, volunteers, partners, donors, and other individuals connected to our work.

Children Relief Service (CRS)

Protecting vulnerable children, empowering youth and girls, fighting hunger, strengthening food security, and building resilient refugee and host communities through sustainable, community-led development.