



**Development Foundation**

# Privacy Policy

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## **Introduction**

The Mikoko Development Foundation (“We”) is committed to protecting the privacy of the information you share with us when you access and use our websites, products, events, and services.

This policy (together with our terms & conditions, and any other documents referred to on it) describes how we collect, use and share the personally identifiable information you provide to us when you register with us or request from us to receive services.

The Mikoko Development Foundation is intended to make sure that organization is not gathering excessive data on Tanzania citizens and that they are not gathering it for one purpose and then using it for another or transferring it to another organization. It is also intended to give Tanzanian citizens more visibility and rights over the information that is held and the ability to view, amend and delete it at any time. While the Mikoko Development Foundation only relates to Tanzania citizens, we believe it is an important opportunity to update you all on how & why MDF handles personal information.

Please read the following carefully to understand our views and practices regarding your personal data and how we will use it.

This privacy notice is provided in a layered format so that you can view the specific areas laid out below.

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## **1. INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

Information you (or your employer/leader) give us

In order to receive our services, you or your employer or your leader may give us information about you by filling in forms on our site [www.mikoko.or.tz](http://www.mikoko.or.tz) and associate portals (“the Site”) or by corresponding with us by phone, e-mail or otherwise. That includes information you provide to us when you subscribe or register for any of our digital products, services or events; participate in a survey; post comments, participate in discussion boards or other social media functions on the Site.

The information you or your employer or your leader gives us may include your name, job title, your work-related email address, phone number, Skype account and in some cases your location or any other information depends on the nature of requirements.

## **Information we collect about you.**

Regarding each of your visits to the Site we may automatically collect the following information: Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login timings, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other request header information;

Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from the Site (including date and time); services you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

Once you have registered, a profile is created for you. We keep your profile up to date by adding information about your registrations or subscriptions, the content you access, how you interact with our services, and alike. To offer you a more consistent and personalized experience in your interactions with us, information collected through our site [www.mikoko.or.tz](http://www.mikoko.or.tz) (“the Site”) may be combined with information obtained through our associate portals.

## **Information we receive from other sources.**

We may receive information about you if you use any of the other websites we operate or the other services we provide.

We may receive information about you from external sources that are not affiliated with Mikoko Development Foundation and add that to the information you have provided to us. For example, your employer or leader may update your member registration profile. We will seek your consent on any updated information about you.

We are also working closely with third parties (including, for example, sub-contractors in technical and delivery services, analytics providers, search information providers) and may receive technical information about you from them. This information might be public information or data you provided to others with authorizations to share it with third parties. For example, our bulk email provider, Send grid, will provide information on whether email delivery to you has been successful.

## **2. COOKIES**

A cookie is a small piece of data that is sent to your browser from a web server and stored on your computer's hard drive. A cookie cannot be used to read data off your hard disk nor can it read cookie files created by other sites. The use of a cookie is in no way linked to any personally identifiable information (PII) you provided while on the Site. We use cookies to improve your experience on the site, for example, by setting a cookie on your browser, you would not have to log in with a password more than once, thereby saving time.

You can choose whether to accept cookies by changing the settings of your browser. You can reset your browser to refuse all cookies or allow your browser to show you when a cookie is being sent. If you reject the cookies on the Site, you may still be able to use the Site, but your use shall be limited to certain minimal functionality. One drawback to this is that the user may be limited in some areas of our Site or limited to certain functions of the Site.

### **3. USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

#### **Information you give us and we collect about you**

We will use this information:

To carry out our obligations arising from our mandate and to provide you with the information, products and services that you request from us and registered with us for;

To comprise your membership registration profile on the Site, the content of which will be available to staff of Mikoko Development Foundation. Your membership registration profile will usually include your name, job title, your work-related email address, phone number, Skype account and in some cases the location and other important information with the nature of the requirement by Mikoko Development Foundation.

To notify you about changes to the Site or the services offered by us;

To ensure that content from the Site is presented in the most effective manner for you and for your computer.

To send notices or otherwise manage your member registration profile, respond to requests, inquiries, comments or concerns.

To administer the Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

To allow you to participate in interactive features of the Site, when you choose to do so; as part of our efforts to keep the Site safe and secure;

To measure or understand the effectiveness of services we deliver to you.

### **4. DISCLOSURE OF YOUR INFORMATION**

We may share your personal information with any employee of our organization.

We may disclose your personal information to third parties, if we are under a duty to disclose or share your personal data to comply with any legal obligation; or to protect the rights, property, or safety of Mikoko Development Foundation, our members, or others.

### **5. WHERE WE STORE YOUR PERSONAL DATA**

All data will be collected and held using cloud services located within the Africa or other territory complying with the legal and technical guidelines laid down for handling data by the Mikoko Development Foundation and will only be used for the specific purpose for which it was intended and to which you consented. It will not be used for any other purpose whatsoever. Any personal data we hold on you will be deleted or updated upon request and any inaccurate or misleading data held will be changed or deleted upon your request.

All information you provide to us is stored on our secure cloud servers. All Sites operated by Mikoko Development Foundation are protected with SSL encryption technology. Where we have given you (or where you have chosen) a password which enables you to access the member areas

of the Site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

Your details are securely stored on our system and in our database. By providing personal details during your registration you are consenting to the use of those details for the purposes of identifying you as a unique user.

## **6. YOUR RIGHTS**

The Site may, from time to time, contain links to and from the websites of our partner networks. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You may opt-out of our email lists by following the directions at the bottom of our emails. Please note that Mikoko Development Foundation has several lists and products and we allow you to opt-out selectively. To remove a specific email address from all Mikoko Development Foundation communications, you may send a request to [info@mikoko.or.tz](mailto:info@mikoko.or.tz). If you wish to remove your email address only from a specific list or service, please use the opt-out mechanism provided in emails you receive from such a list or service.

If you believe the information we have about you needs to be updated, please contact us so we can keep your information accurate. Any data that is no longer needed for the purposes specified in 'Information we collect about you' will be deleted. If at any point you wish for Mikoko Development Foundation to delete information about you, you can contact us at [info@mikoko.or.tz](mailto:info@mikoko.or.tz).

## **7. RIGHT TO ERASURE**

You have the right to have your personal data deleted and no longer processed where the personal data is no longer necessary in relation to the purposes for which they are collected or otherwise processed. Should you wish to exercise this right, you may send a request to [info@mikoko.or.tz](mailto:info@mikoko.or.tz). Your request will be processed within 72 hours.

## **8. ACCESS TO INFORMATION**

The Mikoko Development Foundation gives you the right to access information held about you. You have the right to request access to the information we have about you. Simply contact us at [info@mikoko.or.tz](mailto:info@mikoko.or.tz) and we will make sure to provide you with a copy of the data we've processed about you. To comply with your request, we may ask you to verify your identity. Then we will fulfil your request by sending your copy electronically unless the request expressly specifies a different method.

**Time limit to respond:** We try to respond to all legitimate requests within 72 hours. Occasionally it may take us longer than 72 hours if your request is particularly complex or if you have made several requests. In this case we will notify you and keep you updated.

## **9. CHANGES TO OUR PRIVACY POLICY**

We may change our privacy policy at any time, and such changes may take immediate effect. Any changes we may make to our privacy policy in the future will be posted on Mikoko Development Foundation website and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## **10. INFORMATION SECURITY**

We use a variety of technical, physical, and administrative security measures to secure the confidentiality of your personal information and to protect it from loss, misuse, alteration, and destruction. However, due to the design of the internet and other factors outside our control, we cannot guarantee that communications between you and our servers will be free from unauthorized access by third parties or by government agencies. You remain responsible for protecting your user name and passwords and for the security of information in transit to us over the internet.

## **11. CONTACT**

If you have any questions, comments, or requests regarding this policy or our processing of your information, please contact [info@mikoko.or.tz](mailto:info@mikoko.or.tz), or write or call us at:

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