

Donors' Data Protection and Privacy Statement ("Privacy Statement")

Summary statement

The security of your personal data is important to us, so the Organisation and all members of the Organisation are required to comply with the Organisation Information Security Policies and Procedures, which set out security standards including technical and organisational security measures. We require the same level of security from our external service providers. The personal data we collect from you is stored by us and where applicable by our service providers on secure servers and premises and protected through a combination of physical and electronic access controls, firewall technology and other reasonable security measures.

This Privacy Statement relates to the personal data that United Nations Children's Fund or UNICEF (the "Organisation"/"we") collects about you in relation to your contributions/donations. (Collectively referred to as "contributions"):

In view of the implementation of the Personal Data Protection Act 2010 ("Act"), the Organisation recognizes the need to process all personal data obtained in a lawful and appropriate manner. The Organisation is committed to protecting the personal data supplied by a data subject to ensure compliance with the legal and regulatory requirements in accordance with the Act. This Policy covers the processing of all personal data and sensitive personal data whose use is controlled by the organisation.

Protecting your privacy is important to us. It is necessary for you to supply the Organisation with personal data in connection with the provision of the contributions. Failure to supply such data may result in the Organisation being unable to process such contributions. This Privacy Statement explains the types of personal data we collect from you and how your personal data will be used and protected.

WHAT PERSONAL DATA WE COLLECT ABOUT YOU AND THE SOURCE

Personal data that we collect from you includes but is not limited to:

Full name

Identification number (for tax receipt purposes, in compliance with the IRB requirement)

Date of birth

Ethnicity (for purpose of communication related to festivity)

Contact details (including address, telephone number, e-mail address)

PURPOSES FOR WHICH WE COLLECT YOUR PERSONAL DATA

The Organisation respects the privacy of your personal data. The purposes for which your personal data is collected and processed will vary depending on the nature of the relationship which you as a data subject have with the Organisation. Broadly, they may comprise all or any one or more of the following purposes:

1. the processing of your contributions;
2. the data up keeping and management operation of your contributions for tax exemption receipting;
3. updating our records about you;
4. ensuring that you receive ongoing updates about your contributions;
5. conducting market research and statistical analysis and surveys with the aim of improving our mode of communication and/or frequency of communication;
6. Fundraising - In order to carry out our responsibility to the cause especially in times to raise funding for emergency purposes, the Organisation would like to use your contact details (e.g. e-mail address, facsimile, telephone, sms) to provide you with information about our activities for the cause. If you continue to deal or transact with us, you are deemed to have consented to us using your personal data for fundraising purposes. In case you do not wish to be contacted for fundraising purposes please let us know by notice in writing at the address stated below.

This Privacy Statement will not alter or affect any information otherwise provided by you to the Organisation. Details of your personal data may also be obtained from public sources or other sources which the Organisation has access to.

HOW WE PROTECT YOUR PERSONAL DATA WHEN IT'S TRANSFERRED

When using your personal data for the purposes referred to above, the Organisation may need to disclose it to more than one entity within the Organisation and to our agents, advisors and third party service providers. Your personal data may be transferred to, or stored at, a location outside of Malaysia. Regardless of where your personal data is transferred, we will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this Privacy Statement.

PROTECT YOUR PERSONAL DATA

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WITH WHOM WE MAY SHARE YOUR PERSONAL DATA

In providing your telephone, e-mail address, facsimile number or other contact methods, you are agreeing that the Organisation may contact you by telephone, e-mail, facsimile or such other method. External bodies (the “Authorised Parties”) to which we may disclose your personal data for purposes specified above are:

1. any officer, employee, or consultant of the Organisation,
2. professional advisers and/or service providers, of the Organisation who are under a duty of confidentiality to the Organisation;
3. any party as required by any law or any government, quasi-government, administrative, regulatory/supervisory body or authority, court or tribunal;

The information collected from you by the Organisation will be valuable in improving the design and content of the communication collaterals for your purpose. The Organisation wishes to assure you that your private information will be treated as confidential and with high standards of security.

YOUR RIGHTS

You have the right to request access to and correction of personal data about you held by us. If you wish to access or request for correction or deletion of any of your personal data held by us, or if you have any questions concerning our Privacy Statement, you may speak to the Organisation’s donor enquiry staff, our appointed Call Centre Agents or write to the Organisation as per the contact details below.

You can also speak to any of the donor enquiry staff, our appointed Call Centre Agents or write to the following address (ordinary mail or e-mail) for any queries relating to this Privacy Statement or otherwise relating to any use of your personal data by the Organisation:

Donor Hotline Number: 1300 88 0010

Mail Address:

United Nations Children’s Fund

Wisma UN, Block C, 2nd Floor,

Kompleks Pejabat Damansara,

Jalan Dungun, Damansara Heights

50490 Kuala Lumpur, MALAYSIA

E-mail Address: enquiry-MLYA@unicef.org

UPDATES TO THIS PRIVACY STATEMENT

The Organisation reserves the right to amend this Privacy Statement at any time and will place notice of any such amendments on the Organisation's website. This Privacy Statement is not intended to, nor does it, create any contractual rights, nor does it create any contractual obligations on the Organisation in respect of any other party or on behalf of any party.