



## Donation refund policy

Smile always follows a reliable refund policy to let our donors feel privileged about their association with us. We take utmost care about processing donations as per the mandates signed by our donors in the donor forms, both offline and online. But in case of an unlikely event of an erroneous deduction or If the Donor wants to cancel/deduct the donation, refund will not be possible.

### What information we collect

We use personal information collected from donors for the purposes of processing payments and communicating with donors about Smile always as well as conducting the fundraising and other operations of Smile always. This information may include name, amount donated, address, telephone number, donor comments, e-mail address, and any other personal information provided to us ("Donor Data"). For donations by check, Donor Data also includes the data visible on the check.

Information from Payment Processors and Other Service Providers: Payment processors allow donors to give electronically using a payment services account, a credit card, or other payment method. These processors collect certain information from donors, and you should consult their privacy policies to determine their practices.

To provide donors the best possible experience, we work with service providers and may share Donor Data and other information with, or have it transmitted through, them. Such service providers include, for example, collocation facilities and bandwidth providers as well as organizations that help non-profit organizations with fundraising.

### How we use that information

Donor Data may be used for these kinds of purposes:

- Distributing receipts and thanking donors for donations
- Informing donors about upcoming fundraising and other activities of Smile always
- Internal analysis, such as research and analytics
- Record keeping
- Reporting to applicable government agencies as required by law
- Surveys, metrics, and other analytical purposes
- Other purposes related to the fundraising operations

Anonymous donor information may be used for promotional and fundraising activities. Comments that are provided by donors may be publicly published and may be used in promotional materials. We may use available information to supplement the Donor Data to improve the information we use to drive our fundraising efforts. We may allow donors the option to have their name publicly associated with their donation unless otherwise requested as part of the online donation process.



We use data gathered for payment processors and other service providers only for the purposes described in this policy.

#### **Contact us**

If you have questions about this Donor Privacy Policy or requests about the status and correctness of your donor data, please contact

Smile always Foundation

#113, Mamatha nagar, Nagole, Hyderabad, Telangana, India

Ph: 91-9550086860

E-mail: [info@smilealways.org](mailto:info@smilealways.org)

#### **Security**

We are committed to protecting donor personal information from unauthorised access, alteration, disclosure, or destruction. Among other things, we undertake a range of security practices, including measures to help secure web access to sensitive data and undertake efforts to address security vulnerabilities for various tools and databases.

#### **Other Disclosures**

We may disclose information when required by law; when needed to protect our rights, privacy, safety, property, donors, or users; and when necessary to enforce our terms of service.

#### **Updates**

We may change the Donor Privacy Policy from time to time. Any and all changes will be reflected on this page. Substantive changes may also be announced through the standard mechanisms by which we communicate with our users and community. You should periodically check this page for any changes to the current policy.

#### **Data Retention**

We seek to retain donor-related information only as needed to fulfil the purposes described in this policy unless a longer retention period is required by law or regulations. For example, tax laws in the India may require the Foundation to keep contact information and contribution level of donors on file.

#### **Rights**

You have certain rights with respect to the information we collect about you. Upon request, we will tell you what information we hold about you and correct any incorrect information. We will also make reasonable efforts to delete your information if you ask us to do so, unless we are otherwise required to keep it.