
Privacy Policy – Niva Education Foundation

Niva Education Foundation commits to respecting and valuing each child, adolescent and young person in our programme irrespective of the person's age, gender, dis/ability, religion, caste, ethnic background, or any other vulnerability. We promise that we will always stand for the rights of children.

As the Co-Founders of Niva Education Foundation, we commit to a safe, engaging learning space that builds an enabling environment for growth and development.

A handwritten signature in black ink that reads "Vaishali".

Vaishali Rai
Co-Founder & Director
Niva Education Foundation

A handwritten signature in black ink that reads "Shivani".

Shivani Gangakhedkar
Co-Founder & Director
Niva Education Foundation

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Policies and procedures reference no	Information Technology Act 2000
Policy Titel	Privacy policy
Owner	Niva Education Foundation
Company CIN	U88900PN2023NPL226869
Founder/Directors	Shivani Gangakhedkar and Vaishali Rai
Approver	Adv Surekha Gondhale
Purpose and description	Niva Education Foundation is committed to providing privacy for visitors on our website as well as recipients of our email messages. Niva Education Foundation promotes the tenets of opt-in email and privacy among our partners and employees. We are continuously evaluating our internal procedures and technology to ensure privacy at all levels of our organisation.

1. This document ("Privacy Policy") is an electronic record in terms of the
 - a. Information Technology Act, 2000;
 - b. the rules framed there under as applicable; and
 - c. the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.
2. This Privacy Policy is published in accordance with the provisions of the Information Technology Act, 2000 and the rules made thereunder that require publishing the rules and regulations, privacy policy and terms of use for access or usage of our Site www.Niva.org.in (the "Site").
3. The Site is owned, registered and operated by "Niva Education Foundation" (the "Company"), a company registered under the [Pursuant to sub-section (2) of section 7 and sub-section (1) of section 8 of the Companies Act, 2013 (18 of 2013) and rule (bearing CIN: U88900PN2023NPL226869) and having its registered office at S No. 12/12/1, Twin Nest, Nr Rajwada, Someshwarwadi, Baner Gaon, Pune City, Pune-411045, Maharashtra.
4. This Privacy Policy covers:
 - a. the personal information collected from the users through the Site;
 - b. the purpose, means and modes of usage of such information; and
 - c. how and to whom such information which has been collected will be disclosed.
5. For the purpose of this Privacy Policy, wherever the context so requires "you", "your" or "user" shall mean the subscriber to the Site or any others accessing the Site, such as personnel belonging to partner organisations (i.e., NGOs). The terms "we", "us", and "our" shall mean the Company. All the terms and conditions with respect to:
 - a. licensing and usage of the Site;
 - b. obligations of the Company;
 - c. obligations of the user;
 - d. confidentiality and data protection obligations;
 - e. limitations and disclaimers with respect to the usage of the Site;
 - f. warranties with respect to the Site and such other terms and conditions in relation to the subscription of the Site, shall be governed by the Terms of Use.
6. We reserve the right to make changes to this Privacy Policy at any time. Any such modifications will become effective immediately upon posting to the Site and your continued use of the Site and/or the services rendered through the Site, constitutes your agreement to such modifications. You agree to periodically review the current version of the Privacy Policy as posted on the Site.

Privacy Policy

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We at Niva Education Foundation respect your concerns about privacy and value the relationship we have with you. We are committed to the ethical collection, retention and use of information that you provide to us about yourself ("Personal Information") on this site www.Niva.org.in ("Site"). This policy describes the types of personal information we collect, how we may use that information and with whom we may share it when you visit our site or use our services (collectively the "Services"). Our Privacy Policy also describes the measures we take to protect the security of the information. In addition, we describe the choices you can make about how we use the information you provide to us. We also tell you how you can reach us to update your contact information, remove your name from our mailing lists, or answer any questions you may have about our privacy practices.

We maintain full confidentiality of all donors and contributors on our mailing and email lists, which will neither be sold to nor exchanged with any other organisation or commercial enterprise, and we honour donors' opt-out choices in our mail, email, phone and other solicitations.

Information we collect and how we use it.

We may collect information about you directly from you and from third parties, as well as automatically through your use of our Site or Services to extend services like for our internal purposes, processing of your donations, providing receipts and tax exemption certificates, sending regular updates about the work we do for children, respond to your queries and apprising you of the new opportunities to help deprived and marginalised children of India in a better way. We seek your personal information when you make a donation, request a communication from us, register for an on-ground event, pledge support to our work and campaigns and apply for working or volunteer with the Niva Education Foundation. This information may be sought over the phone, through the website, via email or by means of face-to-face interaction. You may choose to provide personal information either by phone, mail or on our Site. Certain areas and features of our Site and Services may require registration.

To register, you must provide your name, address, email address, login and password. We may also request from you or allow you to submit additional optional information, depending on the type of communication or transaction the personal information we collect may include, but is not limited to, your name, postal address, date of birth, PIN code, telephone numbers, mobile phone numbers, your organisation's name, email addresses, credit/debit card information, bank information or billing information. Irrespective of the mode in which we receive your personal information, we make all earnest attempts to honour your privacy.

Email communications

When you ask us to send you an email such as a free email newsletter, you may provide us with certain information such as your email address so we can fulfil your request. You may choose to provide additional information as well, such as your postal address and phone number.

Donations

When you donate through our Site, we may ask you to submit certain personal information (such as credit card information) so we can process your donation. We also maintain your contact information in our records so we can contact you to provide Niva Education Foundations program information and information on additional giving opportunities.

Refunds and cancellations

We take the utmost care to process donations as per the instructions given by our donors, online and offline. However, in case of an unlikely event of an erroneous donation, we will respond to the donor within 7 working days of receiving a valid request for refund from the donor.

The timely refund of the donation will depend upon the type of credit card/banking instrument used during the transaction. The donor will have to send us a written request for a refund within 2 days of making the donation along with-

- Proof of the deduction of the donation amount.
- In cases where the donation receipt has already been issued to the donor, the donor will have to return the original receipt to us at our office address.
- If the tax exemption certificate is already issued, then we are sorry but we will not be able to refund the donation. However, in case of a valid refund request due to any error on our part, we will refund the donation and bear the costs of the same.

The refund won't be possible, if the donor does not write/inform within 48 hours

Questionnaires and surveys

We occasionally may ask visitors to our site to complete online surveys and opinion polls about their activities, attitudes and interests. These surveys help us understand the needs of our visitors. We do not keep any personal information about you in connection with your participation in a Site survey unless you specifically agree to provide this information.

Cookies and web beacons

We use cookies and other tracking mechanisms to track information about your use of our Site or Services. We may combine this information with other personal information we collect from you. Cookies are pieces of electronic information which will be sent by Niva Education Foundation for record-keeping purposes when you log onto our web site. These will be placed in your computer's hard disk and enable us to recognise you as a user when you next visit. Some cookies allow us to make it easier for you to navigate our Site and Services, while others are used to enable a faster login process or to allow us to track your activities at our Site and Service. There are two types of cookies: session and persistent cookies.

- **Session Cookies** – Session cookies exist only during an online session. They disappear from your computer when you close your browser or turn off your computer. We use session cookies to allow our systems to uniquely identify you during a session or while you are logged in to the Site. This allows us to process your online transactions and requests and verify your identity after you have logged in and as you move through our site.
- **Persistent cookies** – Persistent cookies remain on your computer after you have closed your browser or turned off your computer. We use persistent cookies to track aggregate and statistical information about user activity.

Third-party cookies

We may also engage third parties to track and analyse non-personally and personally identifiable Site data. We use the data collected by such third parties to help us administer and improve the quality of the Site and to analyse Site usage. Such third parties may combine the information that we provide about you with other information that they have collected. This Privacy Policy does not cover such third parties' use of the data.

Disabling cookies

Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie or how to disable cookies altogether. Visitors to our Site who disable cookies will be able to browse certain areas of the Site, but some features may not function.

Third party analytics

We use automated devices and applications, such as Google Analytics, to evaluate usage of our Site and, to the extent permitted, our Application. We also may use other analytic means to evaluate our Services. We use these tools to help us improve our Services, performance and user experiences. We do not share your personal information with these third parties.

Information we share

Niva Education Foundation does not sell, rent, trade or otherwise disclose personal information about our Site visitors (nor our offline donors), except as described here.

We share information provided by our Site visitors with service providers that we have retained to perform services on our behalf — for example, to process donations, send direct mails, emailers, greeting cards, making phone calls, and others. We may share your information like phone numbers, email address, etc. with these agencies so that they can perform these activities efficiently. These service providers are not authorized by us to use or disclose the information except as necessary to perform services on our behalf or to comply with legal requirements. However, since we do not have complete control over these third parties, we cannot guarantee your privacy. In addition, we may disclose information about you:

- a. if we are required to do so by law,
- b. in response to a request from law enforcement authorities or other government officials
- c. when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity, or
- d. to our affiliates or subsidiaries.

We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to try to direct the transferee to use personal information you have provided through this Site in a manner that is consistent with this Privacy Policy.

Niva Education Foundation has the necessary security mechanisms in place and only designated employees have access to your personal information. We maintain administrative, technical and physical safeguards to protect against unauthorized disclosure, use, alteration or destruction of the personal information in our possession. All online transactions are done on a secure server. When you provide credit card information to make a donation, we use the industry standard for Internet security – Secure Socket Layer (SSL) technology – to help protect the information you provide. This Internet encryption standard scrambles data as it travels from your computer to our server. Please note, however, that perfect security does not exist on the Internet. You'll know that you're in a secure area of our Site when a "lock" icon appears on your screen and the "http" portion of our URL address changes to "https." The "s" stands for "secure."

Copyright protection

All content on this Site including graphics, text, icons, interfaces, audio clips, logos, images and software is the property of Niva Education Foundation and/or its content suppliers and is protected by Indian and international copyright laws. The arrangement and compilation (meaning the collection, arrangement, and assembly) of all content on this Site is the exclusive property of Niva Education Foundation and protected by Indian and international copyright laws. Permission is given to use the resources of this Site only for the purposes of making enquiries, making a donation or funding any of Niva Education Foundation's initiatives. Any other use, including the reproduction, modification, distribution, transmission, republication, display or performance, of the content on this Site can only be made with the permission of Niva Education Foundation's directors. All other trademarks, brands and copyrights other than those belonging to Niva Education Foundation belong to their respective owners and are their property.

Updates to this privacy policy

We may change or update portions of this Privacy Policy at any time and without prior notice to you. Please check back from time to time so you are aware of any changes or updates to the Policy. You may reach out to us if you have any queries about any changes made to our practices.