

PRIVACY POLICY

Taking care of the information you provide to us is important for UNHCR, UNICEF and WFP (the “Hosting Agencies”). This Privacy Policy applies to the UN Partner Portal (<https://www.unpartnerportal.org>), a platform for civil society organizations to engage with the Hosting Agencies on partnership opportunities, and all associated services (collectively, the “Portal”). It sets out how we collect, use and store your personal information and what steps we take to protect your information.

Please read our Privacy Policy carefully before using the Portal and refer back to it regularly to check for updates. Remember, by accessing and using the Portal, you agree to all provisions of this Privacy Policy.

1. What personal information do we collect through the Portal?

We obtain personal information relating to you from various sources described below:

Registration/Account Information

To provide content on the Portal, you must first register your organization. When registering and with subsequent use of the Portal, you are required to provide certain personally or organizationally identifiable information such as name, e-mail address, physical address/location and other contact information.

User-Generated Content and Communications

We collect any information that you provide to us when you write a comment or submit questions to us through the Portal’s “Help” button.

If you contact us directly, we may receive additional information about you. For example, when you contact us, we may receive your name, email address, phone number, the contents of a message or attachments that you may send to us, and other information you choose to provide.

Personal Information We Collect Automatically From Your Use of the Portal

When you use the Portal, we and our third-party service providers may collect information about you and your device through automated means, such as cookies and web server logs. Cookies are small text files which identify your computer, phone, and other devices to our server. By using the Portal, you consent to the placement of cookies and similar technologies in your browser in accordance with this Privacy Policy. The information collected in this manner includes your IP address, network location, what browser you are using, device IDs and characteristics, operating system version, language preferences, referring URLs, and information about the usage of the Portal.

We use this information, for example, to ensure that the Portal functions properly, to determine how many users have visited certain pages, or to prevent fraud. We use IP address information to derive your approximate location. We also work with analytics providers, such as Google Analytics, which use cookies and similar technologies to collect and analyze information about use of the Portal and report on activities and trends. These services may also collect information

about the use of other websites, apps, and online resources. You can learn more about Google's practices by going to <https://www.google.com/policies/privacy/partners/>.

If you do not want information collected through the use of cookies, most browsers allow you to automatically decline cookies or be given the choice of declining or accepting the transfer to your computer of a particular cookie (or cookies) from a particular site. You may also wish to refer to <http://www.allaboutcookies.org/manage-cookies/index.html> for more general information about cookies. If, however, you do not accept our cookies, you may experience some inconvenience in your use of the Portal.

2. How do we use the information collected on the Portal?

Communications

We will use your information to contact you in relation to activities and partnership opportunities and user-service or technical-support purposes.

Internal and Service-Related Usage

We may use your personal information for internal and site-related purposes, including to operate, provide, and maintain the Portal.

Analytics and Improving the Portal

We and our service providers may use the information that we collect on the Portal, such as your location and your activities on the Portal, to monitor and analyze usage of the Portal and to improve and enhance the Portal.

Aggregate Data

We may de-identify and aggregate information collected through the Portal for statistical analysis and other lawful purpose, including in research activities intended to improve our programmes and partnerships with civil society organizations. The results of this research may be shared with third parties, such as our partners, supporters, educators and researchers through conferences, journals, and other publications.

Legal

We may use your personal information to enforce our Terms and Conditions of Use of the Portal to defend our legal rights, and to comply with our legal obligations and internal policies.

3. With which third parties do we share your information?

We disclose information about you, your organization, your project activities and your experience with the Portal that we collect through the Portal to third parties in the following circumstances:

- To third-party service providers who provide services to us, such as website hosting, data analysis, information technology and related infrastructure provisions, and analytics providers to deliver content targeted to your interests and to help us to better understand how you use the Portal, email delivery, and other services. We will never, however, sell your information to a third party.

- To other UN agencies, whether or not they are participating in the Portal to share your information which is relevant in countries where we coordinate our respective project activities.
- We may also disclose your personal information with your permission. We may seek your permission in various ways. For example, we may present you with an “opt-in” prompt when you set up an account or access certain content.
- We will, at our own discretion, sometimes disclose your personal information in order to fulfill a legal requirement, enforce our Terms and Conditions of Use of the Portal, or protect anyone’s rights, privacy, safety, or property and for other lawful purposes.
- We also retain the right to store your personal information with parties outside of our direct control, such as with the servers or databases of a third-party organization.

We will only transfer your personal information to trusted third parties who provide sufficient guarantees in respect of the technical and organizational security measures governing the processing to be carried out and who can demonstrate a commitment to compliance with those measures. We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

Some of the third parties mentioned in this Privacy Policy may be located in countries outside your country of residence. Where we transfer your personal information outside of your country, we take steps to ensure that your information is treated securely and that the means of transfer as well as storage arrangements provide adequate safeguards.

4. How long do we keep your information?

We will retain information about you for as long as it is required for the purposes it was collected for and as specified in the Hosting Agencies’ retention policies. In practice, we delete or anonymize your information upon deletion of your account, unless:

- we must keep it to evidence our compliance with legal obligations and to enforce our agreements and rights;
- there is an outstanding issue, claim or dispute requiring us to keep the relevant information until it is resolved; or
- the information must be kept for our legitimate interests, such as fraud prevention and enhancing users’ safety and security. For example, information may need to be kept preventing a user who was banned for security incidents from opening a new account.

Although the Portal is designed to carry out data deletion processes according to the above guidelines, we cannot promise that all data will be deleted within a specific timeframe due to technical constraints. Otherwise, we will seek to delete your personal information within a reasonable timeframe upon your request.

5. Is the Portal website secured?

We are committed to protect your personal information through the implementation of encryption methods, secured login, firewalls, regular security patches and antivirus. However, it is always a possibility that third parties may unlawfully intercept or access your personal information or private communications. So, although we work extremely hard to safeguard your personal information, we cannot guarantee that your information or communications will always remain private.

We also ask that you do your part to safeguard your personal information. Select and protect your password appropriately. Limit access to your account and sign out of your account once you have finished using it.

6. Controlling Your Information

If you have registered an account, you can access and modify most information associated with your account by logging in and editing your profile page. If you want to have all of your information removed from our servers, please contact us through the “Help” button or email us at epartner@unhcr.org, etools@unicef.org or wfp.ngounit@wfp.org for assistance. Bear in mind that if you delete your account this means you will not be able to use most of the features of the Portal.

You are able to delete cookies by adjusting your web browser settings.

7. Third Parties Websites

The Portal may contain links to other websites that are not covered by this Privacy Policy. This Privacy Policy applies only to the processing of your personal information by the Hosting Agencies. It does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any site or service to which the site links. The inclusion of a link on this Portal does not imply endorsement of the linked site or service by the Hosting Agencies. Please be aware that the terms of this Privacy Policy do not apply to these outside websites or content, or to any collection of data after you click on links to such outside websites.

8. Notifications of Changes to the Privacy Policy

We review our security measures and our Privacy Policy and we may modify our policies as we deem appropriate. If we make changes to our privacy practices, we will post a notification to our site alerting that the Privacy Policy has been amended. Such changes will be effective immediately upon posting them to the Portal. For this reason, we encourage you to check our Privacy Policy frequently. The “Last Updated” date at the bottom of this page indicates when this Privacy Policy was last revised. Your continued use of the Portal following these changes means that you accept the revised Privacy Policy.

9. Contact Us

Should you have questions or concerns related to privacy and use of personal data on Portal, please feel free to contact us at epartner@unhcr.org, etools@unicef.org or wfp.ngounit@wfp.org.

Last Updated: 12 November 2018