

Privacy Policy, Terms and Conditions, Cancellation & Refund Policy

## **HISTEAM Privacy Policy**

This policy sets out how Holistic Integrated Services Bhd (HISTEAM) will handle personal information in accordance with the Data Protection Act 2010 and Payment Card Industry Data Security Standard in light of who we are and who we aspire to be as an organisation.

Respecting your privacy is part of our core value ‘**Commitment and Responsibility**’; in particular, our commitment to “work earnestly, be responsible to others.”.

### **Our Commitment**

HISTEAM is committed to protecting the privacy of our donors, supporters, employees and other stakeholders. We value the trust of those we deal with, and of the public, and recognise that maintaining this trust requires that we be transparent and accountable in how we treat the personal information that you choose to share with us.

During the course of our various activities, we frequently gather and use personal information. This information may be obtained directly from you or collected from third parties that have the right to disclose this information to us. Anyone from whom we collect such personal information should expect that it will be carefully protected and that any use of or other dealing with this personal information is subject to express or implied consent. Our privacy practices are designed to achieve this.

Depending on where you live, HISTEAM may not be under any statutory obligations with respect to the protection of the personal information that you provide to us. Notwithstanding such, HISTEAM has voluntarily decided to adhere to best practices for the collection, use and disclosure of personal information as outlined in this policy.

### **Defining Personal Information**

Personal information collected by HISTEAM may include: name, address, telephone number, email address and other contact information, date of birth, credit card or bank account information for sponsorship and/or donation purposes, countries or programmes an individual wishes to support, language preference, demographic information such as age and gender, and communication preferences for marketing purposes.

Where an individual uses his or her home contact information as business contact information as well, we consider the contact information provided to be business contact information, and therefore may not be subject to the same level of protection as personal information.

### **What Personal Information Do We Collect?**

Personal information collected by HISTEAM may include: name, address, telephone number(s), email address(es) and other contact information, date of birth, credit card or

bank account information for sponsorship and/or donation purposes, countries or programmes an individual wishes to support, language preference, demographic information such as age and gender, and communication preferences for marketing purposes.

On occasion, we may also collect images of you or stories about you e.g. if you have joined our community programmes or attended one of our events/trainings.

We also use “cookies” to track visits to our website; you can usually disable cookies in your internet browser settings.

### How Do We Collect Your Personal Information?

We collect most personal information directly from you. For example:

- in forms filled out either online or in hard copy
- face to face
- via email
- via online surveys
- via social media messages or conversations
- during telephone conversations
- in voice or image recordings
- in any manner during your course of dealing with us as well as from your engagement with our co-workers team or during events, seminars, conferences, talks, road shows, surveys organised by us and other publicly available resources.

Examples of when we might collect your personal information from others are:

- from our ministry partners/case clients/existing sponsors/donors

Where we collect your personal information from someone else, we will take reasonable steps to let you know how we obtained this information.

Sometimes we may ask you for more detailed or sensitive information, which will only be collected with your consent. If you choose not to provide us with certain personal information, we may not be able to meet your expectations in servicing you.

### **Privacy Practices**

Personal information gathered by our organisation is kept in confidence. Our personnel are authorised to access personal information based only on their need to deal with it for the reason(s) for which it was obtained. Safeguards are in place to ensure that personal information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We contractually require any person or organisation providing

services to HISTEAM to comply with privacy legislation. We also take measures to ensure that the integrity of personal information is maintained and retained only as long as it is required.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We do not rent or sell personal information to any other organisation.

### How Do We Use Your Personal Information?

HISTEAM collects personal information in order to service your account, understand your giving preferences and provide you with relevant communications and marketing materials.

We might use your information for the following purposes:

- **for the immediate reason for which you have given it:** for example, to enable us to process your request (eg. gift, payment, registration, subscription, change of details) including issuing you with a receipt
- **to maintain contact with you about our work:** for example, report back to you about our work in the field, encourage you to learn about and act on community relief and justice issues, or let you know about other opportunities to give financially or what our partner organisations are doing (unless you have specifically asked us not to)
- any other purpose related to our work

We may share this information with HISTEAM employees for the purposes of marketing, research and analysis.

You can elect not to receive further information from us by contacting us. Please allow **30 days** for your request to be processed.

If we have contacted you by email, you can reply that email to notify us that you do not want to receive further information in that way.

If we use personal information in ways other than as stated in this policy, we will ensure we comply with the legal requirements.

### When Do We Disclose Your Personal Information?

We do not disclose your personal information to other organisations except for our core business purposes; importantly, we don't rent, sell or exchange our supporter information. We will never share your data with third parties for marketing purposes.

Nonetheless, information about you might be given to providers of services to us, for example: banking, payment card data processing, mail delivery and sorting (including electronic), telecommunications, information technology, information storage, market analysis or research, website usage analysis, legal, audit or accounting.

When this occurs, we provide only the information that is required to provide the services and strict terms of confidentiality are established. We take reasonable steps to make sure that our agreements with service providers include appropriate privacy and confidentiality obligations.

### **Keeping your information safe**

Our website uses secure response forms when we ask for your personal and payment card details and we work hard to keep your information secure by having safe systems in place. We commit to de-identifying or destroying your information where we no longer need to keep it.

We will take all reasonable steps to keep your information safe (whether electronically or in hard copies) and to keep it up to date. This includes complying with the Payment Card Industry Data Security Standard, which covers security of payment card information. Our employees and service providers use password protocols when accessing sensitive information and are expected to keep personal and payment card information confidential and secure.

### **Access to your personal information**

If at any time you want to know what personal information we hold about you, please address your request to our Admin Executive. If you wish to have your personal information deleted, we will take reasonable steps to delete it unless we need to keep it for legal, auditing or internal risk management reasons.

If we use personal information in ways other than as stated in this policy, we will ensure we comply with the requirements of Privacy law.

### **Protecting children and young adults**

If you are 18 or over, we will usually assume that you can make your own privacy decisions. Where you are under 18, we may need to confirm your decision with a parent or guardian.

We also expect you to take special care with the images of children from our programmes, just as we do. Please honour the consent given by parents or community leaders by not copying these images unless we tell you that you can.

### **Mailing Lists and Newsletters**

HISTEAM co-workers several opt-in mailing lists for both regular postal mail and electronic mail. Any personally identifiable information provided by you is used for the purpose of delivering the mailing item, renewing your subscription, research and/or marketing. Users may choose to opt-out at anytime by informing us via email or calling us at +603-51221130.

### **Cancellation/Refund Policy**

If you have made an error in contributing to HISTEAM, we will honour your request for a refund made within 30 days of your donation. All requests must be accompanied by proof of payment. To request a refund, email us at [enquiry@histeam.org.my](mailto:enquiry@histeam.org.my) or call us at +603-51221130.

### **Contact us on your privacy issues**

Questions, concerns or complaints relating to HISTEAM's privacy and security policy on the treatment of personal information can be addressed in writing to [enquiry@histeam.org.my](mailto:enquiry@histeam.org.my) or Holistic Integrated Services Bhd, 36-B (2nd Floor) Jalan Anggerik Vanilla R31/R, Kota Kemuning, 40460 Shah Alam, Selangor.

### **Updating of Privacy Policy**

We regularly review our privacy practices for our various activities, and update our policy. Please check our website on an ongoing basis for information on our most up-to-date practices.

This policy was last updated in August 2021.