

Privacy policy

OperationAid is a grassroots, boots on the ground, non-profit organization (NGO), neutral and independent whose mission is to help Ukrainian refugees and those internally displaced and transporting humanitarian aid into Ukraine to communities who are in dire need of food and medicine.

OperationAid is committed to treating your personal data with security, respect and confidentiality: the processing of an individual's personal data carried out by OperationAid is performed in compliance with the Rules on Personal Data Protection (GDPR, General Data Protection Regulation)

This privacy policy describes why OperationAid collects your personal data, what information is made available to OperationAid and third parties when you visit OperationAid.org, how OperationAid uses, stores and protects that information. You will also find information on how you can exercise your data subject's rights. Any personal data disclosed to OperationAid will not be used in ways other than as set forth in this privacy policy.

1. What personal data do we collect, and how?

1.1 Information you give us

We obtain person information from you when you communicate or share information with us, subscribe for newsletters or one of our online services, register to an event, as a volunteer, and/or make a donation.

Depending on the specific purpose (see section 2 below), we may ask you to provide, inter alia, part or all of the following information: your full name, date of birth, email and/or postal address, phone number, position/title, company/organization, dietary requirements/allergies, and motivation for joining as a volunteer.

1.2 Information we collect automatically: cookies and web analytics

We automatically collect information through the OperationAid.org website to help administer, protect, and improve our services.

Such information may include information regarding your device, such as your IP address, your operating system and your browser activity, location of the device accessing the website, traffic data (such as the pages you visited on our website, the time spent on the website, number of downloads from the website) and interactions with social media platforms (such as sharing of elements from the OperationAid.org website to social media accounts). This information may be collected through the use of cookies and analytics.

Cookies are small data files made up of letters and numbers placed onto your computer or other mobile devices when you access the OperationAid.org website. We use cookies to collect information about you to the extent necessary to ensure its website functionality and performance as well as for the purpose of targeting its audience and tailoring the content offered to the public both on its website and elsewhere.

If you do not wish to have cookies installed on your computer or mobile device, you can set your browser to notify you before you receive a cookie, giving you the chance to decide whether to accept it. You can also set your browser to turn off cookies.

1.3 Links to third-party websites

Our website provides links to third party websites and social media platforms - such as Facebook, Twitter, Instagram, YouTube, and LinkedIn - that will collect data about you if opened.

OperationAid.org does not govern the processing of personal data by such third parties, so we suggest that you refer to the privacy policies of these websites should you wish to have more information.

2. Why do we collect your personal data?

We collect your personal data for one or more of the following purposes:

- To allow you to contact us and/or receive information from us;
- To organize or promote events and/or OperationAid.org activities;
- To allow you to register as a participant to events we organize or co-organize;
- To show gratitude to donors and share info on how donations are used;
 - We save the information you provide yourself such as name, address, e-mail address and telephone number. We also store information about the donations you gave us and through which channels you gave us your donation (eg swish, wristband purchase, monthly donor).
- To process your donation to OperationAid.org or any question on how you can support OperationAid.org
- To process your application of interest to join OperationAid as a Volunteer;
- To analyze web statistics and log files, with the aim of improving the functioning of our website;
- To assess the performance of our advertising and improve the relevance of OperationAid.org campaign and marketing messages displayed to you after you leave our website
- To be legally compliant and compliant with Swedish Tax Authority

We will never sell your personal information.

3. Who processes your personal data and with whom are they shared?

Internally, all personal data collected by OperationAid.org are processed only by designated

OperationAid members, for one or more of the specific purposes listed above, and only on a strict need-to-know basis.

Depending on the purpose for which we process your personal data, we may share the necessary information with selected third parties, such as:

- The host of an event we organize or co-organize: your name, surname and company/organization;
- Selected service providers that are necessary to process your data for the above-mentioned purposes;
- Social media platforms, through for example retargeting campaigns on Facebook

We will never rent or sell your personal information.

4. How long do we keep your data?

We will keep your personal data only for as long as necessary to fulfil the purposes we collected them for, including for the purposes of satisfying any legal, accounting, or archiving requirements.

To determine the appropriate retention period, we take into account the nature and sensitivity of your personal data, potential risks of harm from unauthorized use or disclosure of your personal data and the purposes for which we process your personal data.

When we no longer need your personal data, or when you request they be erased to stop receiving our marketing messages, we will delete your data.

5. What measures do we have in place to protect and safeguard your information?

We take the protection of your personal data very seriously, and we therefore apply adequate technical and organizational measures to protect against accidental loss and unauthorized access, use, destruction or disclosure of data. Some examples of these measures are:

- An OperationAid username and password are required in order to access our IT systems
- Confidentiality and data protection clauses are signed by service providers to ensure compliance with our security rules and the OperationAid Rules on Personal Data Protection

Above needs some love and compliance work

6. What are your rights regarding our processing of your personal data?

The legal basis we rely on when we save your data is:

- Consent - in cases where you yourself have approved that we save your data. Consent can be revoked, but does not affect the legality of the processing of your personal data that has been carried out before the consent was revoked.
- Fulfillment of an agreement - when, for example, you have chosen to become a monthly donor or make a purchase in our webshop and your information is required to fulfill the agreement
- Legal obligation – for example, the Accounting Act's requirement to save accounting records for seven years
- Legitimate interest – when it is necessary to process your personal data in our endeavor to achieve our purpose, to prevent violence and sexual abuse of children, and the interests and rights of the donor are not considered to outweigh, for example in direct marketing or thanks for a gift. However, you always have the option to decline communications from us.

6.1 Information and Access

You have the right to request certain information about the personal data we hold about you. Furthermore, you are given the opportunity to verify your Personal Data and to access them.

6.2 Correction

You are also entitled to request the correction of any mistakes or inaccuracies in your personal data provided we are able to verify your identity.

6.3 Erasure

You are entitled to request that your Personal Data are fully deleted from our systems “right to be forgotten”. However, there may be certain circumstances where we are obliged to retain your Personal Data.

6.4 Objection

You have the right to object at any time to the Processing of your Personal Data on compelling legitimate grounds relating to your particular situation. Any objection of this kind will be accepted if your fundamental rights and freedoms in question outweigh our legitimate interests, or the public interest, in Processing.

You also have the right to withdraw your consent and opt-out of receiving future information about the OperationAid via e-mail at any time. Please communicate your wish to unsubscribe at the email address provided below.

7. Contact us

We aim to always meet the highest standards to safeguard your privacy. Please contact us, if you require more detailed information on your rights regarding the personal data you have provided to us, the way we collect and use them, or if you wish to exercise any of the rights set out above.

You can find our contact details, depending on your specific request(s), on [OperationAid.org](https://www.operationaid.org).