Privacy policy for CLEAN Helpdesk website

Introduction

This Privacy Policy outlines how CLEAN Helpdesk ("We", "us", "our") collects, uses, discloses, and protects your information when you use our website https://www.clean-helpdesk.org ("our website") By using our website, you agree to the terms of this Privacy Policy.

Information we collect

1. **Personal information**: When you use any form on our website, we collect personal information that you voluntarily provide, such as your name, email address, and any message you submit. We use **Microsoft Office** to manage and store the information collected through these forms, and we store the data in our **MongoDB** database.
2. **Usage data**: We use **Google Analytics** to collect information about your use of our website. This includes details such as your IP address, browser type, operating system, referring URLs, and pages visited. Google Analytics helps us understand user interactions to improve our services and website experience. The data collected through Google Analytics is anonymised and aggregated.

How we use your information

1. **Personal information**: The personal information collected via our forms is used to respond to your inquiries or provide the requested information or services. We store and manage this information using **Microsoft Office** tools, and the data is stored in our **MongoDB** database. Additionally, we use **Mailgun** to handle email communications.
2. **Usage data**: The anonymised data collected by **Google Analytics** helps us analyse website traffic and user behaviour to improve our website. Google

Analytics processes this data as per their privacy policy and it does not personally identify any user.

Disclosure of your information

1. **Personal information**: We do not share your personal information with third parties, except as necessary to respond to your inquiry, as required by law, or for administrative purposes. We use **Mailgun** for storing email addresses and sending emails on our behalf. Any data processed by **Mailgun** is governed by their privacy policy. Personal information collected through the website is securely stored in our **MongoDB** database.
2. **Usage data**: Data collected via **Google Analytics** is used by Google according to their privacy policy. We do not share this data with any other third parties.

Data security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. We use secure platforms such as **Microsoft Office**, **MongoDB**, and **Mailgun** to store and manage your data. However, while we strive to protect your data, no internet or email transmission is ever fully secure or error-free. We encourage that you take precautions when submitting information online.

How long is your information stored?

Your information is securely stored by CLEAN Helpdesk and/or its third-party partners for the duration of the inquiry or service rendered, and for two years thereafter for record purposes, unless otherwise required by law.

Your rights

You have the right to access, rectify, or erase, restrict and object to the processing of your personal information that we hold. You have the right to withdraw your consent to the use of your information at any time. To exercise these rights, please contact us at info@clean-helpdesk.org or via our contact form on our website.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the bottom of this privacy policy.

Changes to this privacy policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and we encourage you to review this policy periodically. The "Last Updated" date will reflect the latest version.

Contact Information

For any questions or further information, please contact the CLEAN Helpdesk at info@clean-helpdesk.org.

Last updated: 23 October 2024

Our funder

Our implementing partners