



UPAY
Underprivileged's Advancement by Youth

UPAY NGO Privacy Policy

Effective Date: [06.06.2015]

Last Updated: [30.06.25]

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Approved by Chairman

Under Privileged Advancement by Youth (UPAY) is committed to safeguarding the privacy and personal information of all individuals who engage with us — including our donors, volunteers, beneficiaries, partners, and website visitors. This Privacy Policy outlines our practices regarding the collection, usage, disclosure, and protection of your information through our website www.upay.org.in ("Site") and other communication channels.

By accessing or using our Site or services, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

This may include:

- Your full name
- Age and gender
- Occupation or designation
- Contact details (email, phone, address)
- PAN or Aadhaar details (for tax/donation receipts)
- Bank details (for donation processing)
- User credentials (login IDs, passwords)
- Any other information voluntarily shared via forms, surveys, or communication

b. Beneficiary Data

- Child's name, age, education details
- Parent/guardian contact information
- Academic performance records
- Health or behavioral data (only when relevant and with consent)

c. Website Usage Data (General Information)

We may automatically collect:

- IP address and browser type
- Date, time, and duration of website visits
- Pages accessed and previous websites visited
- Device information (OS, screen size, etc.)

This data does not identify individuals.

2. Cookies and Tracking Technologies

The Site uses **cookies** to enhance user experience, track browsing behavior, and personalize content. Cookies may be:

- **Session cookies** (deleted after browser closure)
- **Persistent cookies** (saved for future visits)

Users can manage cookie preferences via their browser settings. Disabling cookies may affect access to certain features of the Site.

3. Usage of Information

Your information may be used for the following purposes:

- Volunteer onboarding and engagement
- Processing donations and issuing receipts
- Sending newsletters, updates, impact stories, and appeals
- Facilitating communication related to UPAY's programs and campaigns
- Evaluating and improving our programs and website
- Complying with legal and regulatory requirements

4. Disclosure of Information

We do not sell or rent your personal information. However, UPAY may share limited personal information:

- With third-party service providers (e.g., payment gateways, mailing platforms) under confidentiality agreements
- With regulatory authorities when required by law
- With partners or affiliates involved in delivering services (only with consent)

UPAY shall not be responsible for any misuse of your information by third parties not authorized by us.

5. Security of Information

We implement appropriate physical, technical, and administrative safeguards to:

- Protect personal data from unauthorized access, alteration, or disclosure
- Store data in password-protected and access-controlled environments
- Ensure secure data transmission over trusted platforms

While we strive to ensure the security of your data, no method of transmission over the internet or electronic storage is 100% secure. Hence, we cannot guarantee absolute security.

6. Media, Photo & Video Consent

UPAY may use photographs or videos of events, children, and volunteers for awareness, reporting, and impact communication. Prior **informed consent** is obtained from the individuals or guardians wherever applicable. You may withdraw your consent by writing to us.

7. Donation & Refund Policy

UPAY processes donations with utmost care and transparency. In case of erroneous transactions:

- A written request for a refund must be made within **48 hours** of donation to donation.upay@gmail.com/info@upay.org.in
- Attach payment proof and reason for the request
- If a donation receipt has been issued, it must be returned for refund processing
- Refunds will not be processed if the **tax exemption certificate (80G)** has already been issued

8. External Links

Our Site may contain links to third-party websites. UPAY is not responsible for the privacy practices or content of these external sites. Please review their privacy policies before providing any personal information.

9. Changes to This Policy

UPAY reserves the right to update or revise this Privacy Policy at any time. All changes will be posted on this page with a revised date. Continued use of the Site after such changes implies your acceptance of the updated policy.

10. Your Rights and Contact Information

You may:

- Request access to your personal data
- Correct or update inaccuracies
- Withdraw consent or request deletion (subject to applicable regulations)

For any queries or concerns related to this Privacy Policy, please contact:

UPAY – Under Privileged Advancement by Youth

Email: info@upay.org.in

Website: www.upay.org.in