

**APRIL 2023**

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## INTRODUCTION

Adara Development (Uganda) (**Adara Uganda, we, our, us**) is committed to protecting the privacy and rights of individuals in relation to personal data that it collects, holds, uses and discloses, both within the organisation and under its programmes. Adara Uganda is also bound by the privacy laws in Uganda contained in the Data Protection and Privacy Act 2019 (**Act**) and associated regulations. The object of the Uganda privacy laws is to protect the confidentiality of personal data and the privacy of individuals by regulating the ways in which personal data is handled. This policy outlines ways in which Adara Uganda deals with the personal data it collects in Uganda.

This policy operates in conjunction with the *Privacy and Information Security Policy* of the Adara Group. If there is a conflict or inconsistency among them as regards how Adara Uganda deals with the personal data it collects, the hierarchy of documents is:

1. this policy; and
2. *Privacy and Information Security Policy*.

## WHO IS COVERED BY THIS POLICY?

This policy applies to any individual from whom we collect personal data including without limitation individuals involved in our programmes and the donors, partners and suppliers of Adara Uganda from time to time (**you**).

## WHAT IS PERSONAL DATA?

When used in this policy, the term “personal data” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If we collect information that personally identifies you or reasonably identifies you, the information will be considered personal data.

A subset of “personal data” is “special personal data” which has the meaning given to it in the Act. In general terms, special personal data is sensitive information, requiring a higher level of privacy protection than other personal information. It includes information about an individual’s religious or philosophical beliefs, political opinions, sexual life, financial information, health status or medical records.

## WHAT PERSONAL DATA DO WE COLLECT AND HOLD?

The personal data we collect will depend on the context of our relationship with you.

We may collect the following types of personal data:

- identification information such as name, age or date of birth, national identity card number, passport number, Tax Identification Number (TIN), photo, nationality, gender, signature and fingerprints;

- contact information such as mailing or street address, email address, telephone number, facsimile number;
- educational level or profession, occupation or job title;
- financial information including bank account details or mobile money details needed to make payments;
- information required as part of a recruitment process;
- any additional information that could personally identify you that you provide to us directly through our websites or indirectly through use of our websites or online presence through a representative of us or otherwise; and
- any additional information that could personally identify you that you have provided to us directly as a result of your relationship with us.

Adara Uganda's programmes involve the delivery of services in maternal, newborn, child and adolescent health. If you or your child are participating in a programme sponsored by us, additional personal data we may collect includes health status, medical records and other information related to assessing and evaluating maternal, newborn, child and sexual and reproductive health in relation to you or your child.

Where we collect personal data relating to a child, we will only process it with the consent of the child's parent or guardian or any other person having authority to make decisions on behalf of the child, or as necessary to comply with the law, or for research or statistical purposes.

We only collect personal data which we consider to be necessary or relevant for us to perform one or more of our functions or activities, and will take reasonable steps to ensure that the data we collect is accurate, up to date and not misleading having regard to the purpose for its collection.

## HOW DO WE COLLECT YOUR PERSONAL DATA?

We collect your personal data directly from you unless it is not reasonably practicable to do so. For example, from time to time, we may collect personal data that is available in the public domain including without limitation from online directories.

When collecting personal data from you, we may collect it:

- when you complete a contact information or information request form on our websites;
- when you enrol in or agree to be involved in a programme sponsored by us, and in the course of you participating in the programme;
- when you provide goods or services to us as a supplier;
- through your access and other use of our websites (please refer to the *Privacy and Information Security Policy* and *Terms of Use* of the Adara Group which sets out the way in which we use cookies on our websites);
- during correspondence between you and us; and
- during meetings between you and us.

In some circumstances, we may collect personal data from third parties, such as third party organisations who we partner with to deliver our programmes and our service providers. For example, if you or your child are participating in an Adara Uganda sponsored programme, we may collect personal data about you or your child when it is provided to us by your healthcare professional or hospital.

Where it is lawful and practicable, we will also allow individuals to deal with us on an anonymous basis or by using a pseudonym.

## CHOICE AND CONSENT

If you do not provide us with the information we request, we may not be able to fulfil the applicable purpose of collection, such as to process your payment or invoice, or to perform the contract we have entered into with you, or to involve you in our work or programmes.

Where we rely on consent as a legal basis for processing your personal data, you have the right to withdraw your consent to our processing of your personal data at any time. If you withdraw your consent:

- your withdrawal will not affect the lawfulness of our processing which was based on prior consent before your withdrawal, or which is based on other legal basis for processing your personal data; and
- we may not be able to involve you in our work or programmes.

## FOR WHAT PURPOSES DO WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL DATA?

We collect, hold, use and disclose your personal data for the following purposes:

- to pursue the charitable work of the Adara Group and fulfil associated administrative and other functions;
- to process payments to you such as for goods or services you supply to us;
- if you apply for a position to work with Adara Uganda or we note that you are a potential candidate, to evaluate your candidacy and to contact you about the opportunity;
- to answer enquiries and provide information to third parties about existing and new charitable projects;
- to send communications to you;
- to provide you with access to protected areas of our websites;
- to assess the performance of our websites and to improve the operation of the websites;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you;
- if you or your child are participating in a programme sponsored by us:
  - to deliver services in maternal, newborn, child and adolescent health to you or your child;
  - to refer you or your child to partnering organisations or health facilities for medical or therapeutic services;
  - to conduct research, monitoring and evaluation to improve our programmes;
  - to administer training programmes to you;
- to perform the contract we are about to enter into or have entered into with you;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator or in co-operation with any governmental authority of any country (or political sub-division of a country); and
- for other purposes that arise from time to time.

If there is a need to use your personal data for any other purpose not set out in this policy, we will only use your personal data for such other purpose if you have consented to such different use or the purpose is compatible with the original purpose of collection. Your personal data will not be sold. Your personal data will not be shared or disclosed other than as described in this policy.

## RETENTION AND DISPOSAL OF PERSONAL DATA

We will only keep personal data for as long as it is needed for any purpose for which it was collected. We may retain your personal data for a longer period if the retention is authorised under the Act including if the retention is:

- required or authorised by law;
- necessary for a lawful purpose related to a function or activity for which the data is collected or processed;
- required by a contract between you and us;
- is authorised or consented to by you;
- for historical, statistical or research purposes; or
- for purposes of responding to a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

Where it is lawful and practicable, all personal data which is no longer needed or required or authorised by law to be retained will be properly de-identified or destroyed.

## TO WHOM MAY WE DISCLOSE YOUR PERSONAL DATA?

Subject to your rights and the applicable laws, we may disclose your personal data to:

- our employees, related bodies corporate, contractors or service providers for the purposes of the operation of our charitable work or our websites or other technology and business processing outsourcing services (including cloud hosting services), fulfilling requests made by you and to otherwise provide any services requested by you. To ensure that privacy is protected when we use third party service providers, we only do business with reputable service providers that have a strong privacy policy or have agreed in writing to establish and maintain the confidentiality and security measures necessary to protect the integrity of the personal data and on the condition that they do not use the data provided by us for any other purpose;
- entities within the Adara Group;
- public authorities or governments when required by law; and
- any organisation for any authorised purpose with your express consent.

## DO WE DISCLOSE YOUR PERSONAL DATA TO ANYONE OUTSIDE UGANDA?

Adara Uganda is a member of the Adara Group. The Adara Group is an international organisation with information sharing between its members. This means it is possible your personal data may be disclosed to the other entities of the Adara Group. The other entities of the Adara Group are generally located in Australia, Bermuda, Nepal, the United Kingdom and the United States of America. Any such disclosures, however, does not change any of our commitments to protect your personal data under this policy.

The members of the Adara Group also engage third party service providers who provide services to them (including cloud hosting services and other technology and business processing outsourcing services). Those third party service providers are bound by privacy laws where they are located. Some of these third party service providers are located in Australia, the United Kingdom and the United States of America.

Where we will make a transfer of your personal data to an overseas recipient, we will ensure that adequate steps are taken to protect your personal data. These include ensuring that:

- the country where the overseas recipient is located has implemented adequate measures for the protection of personal data at least equivalent to the protection provided by the Act; or
- the transfer to the overseas recipient is based on your consent.

Where the transfer is to a third party service provider outside Uganda, we will ask them to confirm that appropriate safeguards are in place to protect the personal data.

## DIRECT MARKETING

With your consent, we may send you direct marketing communications and information about our services that we consider may be of interest to you. These communications may be sent by email. If you indicate a preference for a method of communication, we will endeavour to use that method wherever practical to do so.

We will provide you with an opportunity to opt-out of receiving such information. By not electing to opt-out, we will assume we have your ongoing consent to receive similar information and communications in the future. We will ensure that our opt-out notices are clear, conspicuous and easy to take up.

If you do wish to withdraw your consent to receiving these types of communications from us, please contact us at the Adara Group, Level 2 117, Harrington Street, the Rocks, NSW 2000 Tel: + 61 2 9395 2800 or email: [info@adaragroup.org](mailto:info@adaragroup.org).

## HOW CAN YOU ACCESS AND CORRECT YOUR PERSONAL DATA?

It is important that the personal data we hold about you is accurate and up to date. We encourage you to keep us informed of any changes in your personal data during your relationship with us.

You have the right to establish what personal data we hold about you and to request access to it. You may request access to any personal data we hold about you at any time by contacting us (see the details below). Verification of your identity will be sought before disclosing any personal data. Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it. We will not charge you for making the request and will not charge for making any corrections to your personal data.

There may be instances where we cannot grant you access to the personal data we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal data we hold about you is incorrect, incomplete or inaccurate or which we no longer have the authority to retain, then you may request us to amend or rectify it. We will consider if the information requires amendment or rectification. If we do not agree that there are grounds for amendment or rectification then we will add a note to the personal data stating that you disagree with it. Requests will be responded to within a reasonable period of time unless it is unreasonable or impracticable to do so. Please allow at least 7 days for processing of a request. All reasonable steps to comply with a request will be made, unless there is a need to keep information for legal, auditing or internal risk management reasons. If we cannot comply with your request, we will tell you the reasons for rejection, in writing.

## SECURITY

We regard the security of your personal data as a priority and implement a number of physical and electronic measures to protect it. We may store your personal data in paper-based form or electronically in our systems or in a database maintained by a cloud hosting service provider or other third party database storage or server provider. Backups of electronic information are written to drives

which are stored offsite. Hard copy information is generally stored in our offices, which are secured to prevent entry by unauthorised people.

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. We require our employees, contractors and third party service providers to respect and protect the confidentiality of personal data held. Where third party service providers are used in connection with the processing or storage of personal data, we ask them to agree in writing to establish and maintain the confidentiality and security measures necessary to protect the integrity of the personal data or to demonstrate to us that they have a robust privacy policy which confirms the same.

We have put in place procedures to deal with any suspected personal data incident and will notify you and any applicable regulator of an incident where we are legally required to do so.

As our websites are linked to the internet and the internet is inherently insecure, we cannot provide any assurance regarding the security or transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal data or other information which you transmit to us online is transmitted at your own risk.

## LINKS

Our websites may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## MANAGING COOKIES

When you visit our websites, or download information from it, our internet service provider, makes a record of your visit and records the following information: your internet address, your domain name (if applicable), the date and time of your visit to the website, the pages you accessed and documents downloaded, the previous website you visited and the type of browser you are using. This information is only used for statistical and website development purposes. We also make limited use of cookies on our website. Cookies are data that a website transfers to an individual's hard drive for record-keeping purposes. Cookies are industry standard and can facilitate a user's on-going access to and use of a Web Site. When cookies are used on this site, they are used to store information relating to your visit such as a unique identifier, or a value to indicate whether you have seen a web page. This information allows us to customise the website to your needs. Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

## WHAT IS THE PROCESS FOR MAKING A COMPLAINT?

If you would like to make a complaint relating to the manner in which we handle your personal data, please contact the Data Protection Officer using the contact information below and provide details of the incident so that we can investigate it. We may request that you lodge a complaint in writing.

Any complaint will be investigated, and the individual will be notified of the making of a decision in relation to the complaint as soon as practicable after it has been made, usually within 30 days of its receipt. If you are dissatisfied with our response, you may refer the matter to the relevant regulator, the Personal Data Protection Office (see <https://www.pdpo.go.ug/>).

## CONTACTING US

If you have any questions about this policy, any concerns or a complaint regarding the treatment of your personal data or a possible breach of your privacy, please use the contact link on our website or contact our Data Protection Officer (with a copy to our Uganda Country Director) using the details set out below.

We will treat your requests or complaints confidentiality. Our representative will contact you after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your request or complaint is resolved in a timely and appropriate manner.

Please contact our **Data Protection Officer** at:

Robyn Farrell

Address: Adara Group, Level 2 117, Harrington Street, the Rocks, NSW 2000.

Email: [robyn.farrell@adaragroup.org](mailto:robyn.farrell@adaragroup.org)

Telephone: +61 2 9395 2800

Please contact our **Uganda Country Director** at:

Daniel Kabugo

Address: Kiwoko Hospital, Luwero, Uganda

Email: [daniel.kabugo@adaragroup.org](mailto:daniel.kabugo@adaragroup.org)

Telephone: +256 0772 643234

## CHANGES TO OUR PRIVACY POLICY

We may change this policy from time to time. Any updated versions of this policy will be posted on our website.

Date of Policy: April 2023

Next review date: April 2026