



# **ECUMENICAL CHURCH LEADERS FORUM DRAFT PRIVACY POLICY**

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# 1. Introduction

The privacy of the people we work with is something that the Ecumenical Church Leaders Forum (ECLF) values and respects. ECLF is committed to upholding the Zimbabwe Cyber and Data Protection Act 5 Of 2021 and all other relevant privacy laws and regulations.

This privacy statement describes the ways in which we collect, hold, use, and disclose your personal information, as well as how we maintain its accuracy and security when you interact with us through our website or other social media platforms (Instagram, Twitter, Facebook, LinkedIn, Youtube, etc).

## 2. What is personal information?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is identifiable. This refers to data or viewpoints that, either directly (such as your name) or indirectly, refer to you personally.

## 3. What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us. You may also provide personal information on our Web site if you wish to apply for employment at ECLF The personal information we collect about you may include:

- name.
- mailing or street address.
- date of birth.
- email address.
- phone number

ECLF assures you that the identity of all who contact us through this Web site is kept confidential. We do not rent, sell, or exchange our mailing lists, or otherwise disclose such information to third parties, except as may be required by law, or through voluntary cooperation with law enforcement authorities if we judge that such cooperation is necessary to avoid potential serious harm.

Under certain circumstances, ECLF may need to collect sensitive information about you. This might include any information or opinion about your racial or ethnic origin, political opinions, political association, religious or philosophical beliefs, membership of a trade union or other

professional body, criminal record, health information, etc. If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we respond appropriately to protect the security of this information. You do not have to provide us with your personal information. Where possible, we will give you the option to interact with us anonymously or by using a pseudonym. However, if you choose to deal with us in this way or choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

## **4. How do we collect your personal information?**

We collect your personal information directly from you when you:

- interact with us over the phone.
- interact with us in person.
- interact with us online.
- participate in surveys or questionnaires.
- attend an ECLF event.
- subscribe to our mailing list.
- apply for a position with us as an employee, contractor or volunteer.

## **5. How do we use your personal information?**

We use personal information for varied purposes in connection with our functions and activities, including the following:

- provide you with information or services that you request from us.
- deliver to you a more personalised experience and service offering.
- improve the quality of the services we offer.
- internal administrative purposes.
- marketing and research purposes.

## **6. Disclosure of personal information to third parties**

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would expect us to do so. For example, we may disclose your personal information to:

- our third-party service providers (for example, our IT providers)
- our marketing providers.
- our professional services advisors.

- Transfer of personal information overseas
- the law or binding scheme can be enforced; or
- the disclosure is required or authorised by a law or court / tribunal order.

## 7. How do we protect your personal information?

ECLF will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases / records.
- Taking measures to restrict access to only personnel who need that personal information to effectively provide services to you.
- having technological measures in place (for example, anti-virus software, fire walls).

### 7.1 Online activity

The ECLF website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website before, so we can distinguish you from other users of the website. This improves your experience and the organisation's website. We do not use cookies to identify you, but just to improve your experience on our website. If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality will be affected.

### 7.2 Direct marketing

We may send you direct marketing communications and information about our services, opportunities, or events that we consider may be of interest to you if you have requested or consented to receive such communications. This communication can be in various forms, including mail, SMS, and email, in accordance with applicable marketing laws, such as the Zimbabwe Cyber and Data Protection Act 5 Of 2021. You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever it is practical to do so. You may opt-out of receiving marketing communications from us at any time by following the instructions to "unsubscribe" set out in the relevant communication, contacting us using the details set out in the "How to Contact Us" section below. In addition, we may also use or disclose your personal information to third parties for the purposes of advertising, including online behavioural advertising, website personalisation, and to provide targeted or retargeted advertising content to you including through third party websites.

### 7.3 Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain it to comply with applicable laws, for example, record-keeping obligations.

## 8. How to access and correct your personal information

ECLF will endeavour to keep your personal information accurate, complete, and up to date. If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 2 days.

## 9. Links to third party sites

ECLF's website or social media platforms may contain links to websites or other online platforms operated by third parties. If you access a third-party platform through our website, personal information may be collected by that third party or provider. We make no representations or warranties in relation to the privacy practices of any third-party provider, social media platform or website, and we are not responsible for the privacy policies or the content of any third-party provider or website. Third party providers / websites are responsible for informing you about their own privacy practises, and we encourage you to read their privacy policies.

## 10. Inquiries and complaints

For complaints about how ECLF oversees, processes, or manages your personal information, please contact [info@eclfz.org](mailto:info@eclfz.org). Note that we may require proof of your identity and full details of your request before we can process your complaint. Please allow up to 2 days for ECLF to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with ECLF's response to a complaint, you have the right to contact the Ministry of Information in Zimbabwe to lodge a complaint.

## 11. How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

### **Email**

[sine.chisale@eclfz.org](mailto:sine.chisale@eclfz.org)

**Contact number.**

+263775994504

**Post**

**Attention:** ECLF IDR Officer

**Address:** P O Box 3123 Bulawayo, Zimbabwe