



DATA PRIVACY POLICY

General

Resolve is committed to protecting your privacy, and shall comply with the Personal Data (Privacy) Ordinance, Cap. 486.

We make this Policy statement to notify you about the information we collect from you, how we will use it, and how to make a data access request.

By visiting the RESOLVE website, you are accepting the practices described in this Policy.

Information we collect

By browsing our RESOLVE website, there will be no collection of data generally.

We may collect and process the following data about you:

- Fellow records which include records containing information provided by or collected from applicants / fellows / former fellows / nominators/ volunteers/ donors;
- Personnel records which include personal particulars, volunteer and job applications, role particulars, details of compensation and benefits, performance appraisals, references and disciplinary matters relating to job applicants, employees and former employees of Resolve, etc.;
- Other records which include administration and other records (other than personnel records and fellow records), data relating to donations, details of your visits to our site, information given to us through email communications such as contact information, and in volunteer forms and the resources that you access etc.
- Information we gather might include the following:-
 - Name;
 - Email;
 - Home address;
 - Resume;
 - Credit card information.
- Information about your user & navigation of our website:

- o IP address;
- o Other device identifiers;
- o Your operating system;
- o Browser type;
- o Information about the website pages you visited collected by cookies or other tracking technologies.

Main purposes of collecting information

- Fellow records are kept by Resolve for promotional, training and administrative purposes, including dealing with matters relating to the individual's applications, facilitating communications, facilitating training, monitoring and evaluation; complying with applicable procedures and laws, and all other purposes related to any of the above.
- Personnel records are kept by Resolve for human resource management purposes including matters relating to recruitment, volunteers, employees' employment, enabling internal communications, complying with applicable procedures and laws, and all other purposes related to any of the above.
- Other records are kept for various purposes which vary according to the nature of the record, such as administration of office functions and activities, organising and delivering educational and training activities, promoting and fundraising activities, complying with applicable procedures and laws, etc.
- We may also collect your information for other purposes such as contacting an individual by responding to your email queries and suggestions; manage and process your job applications and volunteer applications; obtaining payment for donation purposes; “save” your online preferences and undertake statistical analysis, etc.

Disclosure of your information

We may provide your information to: our personnel, agents, advisers, auditors, contractors, financial institutions, and service providers in connection with our operations or services, persons to whom we are required to make disclosure under applicable laws and regulations.

Data retention

We only retain personal data for so long as it is necessary. Data may be archived as long as the purpose for which the data was used still exists.

Options

It is entirely up to users whether or not to give us what they wish to disclose their information. If user chooses not to give any information, they can still browse the

website but certain actions such as volunteer applications, donations and fellow applications will not be able to be carried.

Unsubscribing

Users will not be receiving any newsletters or emails unless they consent to it. Users can also choose to unsubscribe at any time.

Deletion of data

Users can ask for their data to be deleted and we will not keep information longer than necessary.

Security

Any information provided by users to RESOLVE website is held with the utmost care and security, and will not be used in any other ways than as set forth in this policy or in ways to which you have explicitly consented to.

There will be no selling or sharing of personal information to any third party without prior consent. If we do share information, they will only be for internal statistical and analytical purposes.

Changes to the Privacy Policy

Resolve may amend and update its Privacy Policy from time to time. Any changes will be posted on our website.

Access to and correction of your information

You should make any data access/correction/ deletion request by email to hello@resolvehk.org.

Last updated: 1 August 2018