



Citizenry Cybersuraksha Association Privacy Policy

Citizenry Cybersuraksha Association is committed to protecting the privacy of your data. We wish to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

Please read this Privacy Policy carefully to understand our practices regarding your personal data and how we will collect, use and store your personal data. We may update this policy from time to time, so please check it regularly. If there are significant updates, we will inform those people with whom we are in regular contact, such as email subscribers.

Who we are

CITIZENRY CYBERSURAKSHA ASSOCIATION is an NGO working for Technology Proliferation and Cyber Resilience. Our vision is to enable technology proliferation for a sustainable future and end human suffering due to cybercrime such that justice prevails. There exists a world unconnected to the internet. This is the part of the India that is looking for opportunities outside their home town, and is slowly starting to get deserted as a result. This part is also which has become a hotbed of a lot of criminal activities. Idealism and values don't matter here as some of these villages are badly administered and do not have the skills that is required in the 21st century. As a result of rising social and technological problems, Citizenry Cybersuraksha Association is working in the grassroot level to deliver cybersecurity, and technological solution to solve social problems.

Some of these places in rural India have good internet access, however, people are not digitally literate relying on "digital brokers" that exploit their lack of knowledge on cybersecurity and technology solutions to new age problems.

Citizenry Cybersuraksha Association website can be found at <https://www.cybersuraksha.org> ("the Website").

- **Our Registered Address is :** 207 Ruby Nest Apt Srlayout, Murgeshpalya Omega Health Care, BANGALORE, Bangalore, Karnataka, India, 560017
- **Our Corporate Address is :** 2nd Floor, 76, UNIT-II, NAL Wind Tunnel Road, Murugeshpalya, Bengaluru, Bengaluru Urban, Karnataka, 560017
- **Our Branch Address is :** Calcutta Lodge Building, Opp. to Shakti Trading Link Road, Jaigaon - 736182, West Bengal, India

Why we collect information ?

We collect information to allow us to provide you with the information or service you have requested from us; to provide you with information which we think you will be interested in; to understand how people use the information we provide on our Website; to tailor information and services we provide to ensure they are relevant to you; and so we can improve how we communicate with you, how we fundraise, and how we operate more generally.

How we collect information

We collect information about you:

- When you give it to us directly
- You may give us your personal data in order to receive our e-newsletter; to receive further information from Citizenry Cybersuraksha Association when you meet with our staff members; when you take part in any of our organised activities (including attending any events); when you volunteer with us or request information when we raise funds; when you make a donation; when you respond to a survey or when you otherwise engage with us on our Website. When you give us information in this manner, we may collect and store this information.

What personal data we hold and how we use it

We will typically hold the following information about you:

- Your full name and your title or an indication of the gender that you most closely associate with;
 - Postal/Communication address;
 - Telephone number(s);
 - Email address;
- Records of your correspondence with us;
 - Bank, Donation and gift aid details (if you donate to us);
 - Photos and digital images of individuals where you provide them to us;
 - Information you enter onto the Website.
- But we may request other information where it is appropriate and relevant, for example:
 - Details of why you have decided to support/contact us;
 - Details of how you would like to be involved; and
 - Information about you that will enable us to be more precise in what we send you or how we approach you.

We will use your data to:

- Provide you with the information, products or services that you request from us (for example, newsletters or guidance on our projects);
 - Provide you with other information, products or services which we feel may interest you, when we have your consent to do so. This may include newsletters, tips, updates, information in relation to specific campaigns, voluntary surveys or questionnaires for you to complete, details of relevant volunteering opportunities. We may also send you details of events we think you may be interested in attending;
 - Keep a record of your relationship with us and, where you agree, communicate details of Citizenry Cybersuraksha Association activities that you may have participated in to others;
 - Notify you about changes to our service;
 - Comply with applicable laws and regulations and requests from statutory agencies; and
 - Carry out any obligations or provide you with any other services, functionality or content which you specifically agree to on our Website.
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Communications and marketing

We may contact you by post and telephone, and where you have provided consent, by e-mail, to let you know about our events and activities that might be of particular interest to you. We provide the opportunity for you to opt-out from receiving our marketing communications every time we contact you.

You can opt-out from receiving our marketing communications, or update your contact preferences at any time by emailing: helpline@cybersuraksha.org

How we keep your data safe and who has access to it

We are committed to ensuring that there are appropriate technical controls in place to protect your personal details including from misuse and unauthorized access.

We do not sell or share your personal details with third parties for them to use for marketing purposes, but may allow our staff, consultants and/or external providers acting on our behalf to access and use your information for the activities we have described above (e.g. to deliver mailings, to analyze data and to process payments). We only permit them to use it to deliver the relevant service, and if they apply equivalent levels of protection that we do.

We may receive your details from charitable giving platforms, in accordance with a particular platform's privacy policy. For example, where you donate to Citizenry Cybersuraksha Association through an online platform, they may then give us your address so that we can write to you and say thank you. Please do review any such policies before giving your data to these platforms, to ensure that you are happy for your data to be shared in this way. We may need to disclose your personal information upon request to regulatory and government bodies and law enforcement agencies.

The information we collect from you may be transferred to, shared and/or otherwise processed at a destination outside India. If we do we will take reasonable steps to ensure that the recipient implements appropriate measures to protect your information. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Corrections to your information

Except in limited circumstances, you have the right to obtain details of the information that we hold about you. If you would like to do so please contact us at any time by emailing: helpline@cybersuraksha.org.

We also want to make sure that your personal information is accurate and up to date. Please let us know if your details change. You may also ask us to correct or remove information which is inaccurate.

You can also opt-out of receiving all or some of our marketing / fundraising communications or request that we stop processing data about you for certain purposes at any time by contacting us at any time by emailing: helpline@cybersuraksha.org.

If you are unhappy with the way in which we have handled your personal data please contact us at any time by emailing: helpline@cybersuraksha.org



Your rights

In certain circumstances you have a right to require us to stop processing your personal data in a particular way, or for your data to be erased from our database. If it is not necessary for the purpose you provided it to us for or we do not otherwise require the data to be archived for future reference, we will do so.

The legal basis that we rely on for processing your data is either where:

You have provided your consent to us using your data in a certain way;

- It is within our legitimate interests, or
- It is necessary in connection with the performance of a contract with you; or
- It is necessary to for compliance with a legal obligation to which we are subject.

You have a right to ask for a copy of the information we hold about you. If you want to access your information, please send a description of the information you want to see and proof of your identity to helpline@cybersuraksha.org

Data retention

We keep data for as long as there is a need to keep it in connection with the purposes for which it was collected. We may keep your personal data after a particular matter or exchange has concluded but purely for record keeping purposes and to be able to respond to queries. In some cases, we are also obliged to retain your personal data to comply with legal or statutory obligations (for example, to keep records of contractual or financial matters).

Whilst the specific time periods vary depending on the circumstances, in general we will not keep records that include personal data for more than 6 years after a particular matter or exchange has concluded. In the event that you ask us to stop sending you marketing communications, we will retain certain details, such as your name, to help us ensure that you are not contacted again.

Contact

Questions, comments and requests regarding this privacy statement are welcomed and should be addressed to helpline@cybersuraksha.org

Changes to this privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated in January 1, 2024.

Sensetizing Digital India
