

Privacy Notice

This Privacy Notice is effective this 3rd day of November, 2025. We reserve the right to update or modify this Privacy Notice at any time, and such changes will be reflected on this page. Any updates or modifications will become effective immediately upon posting. By continuing to use our website after any changes are made, you accept and agree to the updated terms of this Privacy Notice.

We at ChildFund Zambia are grateful to our sponsors, donors, and supporters who help us do our work, and we value your trust and the relationship we have with you. We respect your concerns about privacy and knowing how your information is used and safeguarded. We believe that transparency enhances the quality of our programs, our accountability, and the trust you place in us. As such, we have drafted this Privacy Notice to share how we collect and use your information and how we intend to respect your privacy preferences.

This Privacy Notice (“Notice”) describes ChildFund Zambia’s (“ChildFund,” “we,” or “us”) practices in connection with the information we collect from visitors to our websites, our sponsors, donors, and supporters (“you”) through www.childfundzambia.org (“Site(s)”) and through offline interactions that we may have with you (collectively the “Services”).

We strongly encourage you to read this Notice thoroughly and with care in order to fully understand how we collect, use, protect, or otherwise handle certain information we collect from you. By visiting or using the Site and/or any of our Services, you acknowledge that you have read, understood, and agreed to be bound by the terms and practices described in this Notice. If you do not agree to all the information contained in this Notice, you should not use the Site or Services. Your continued use of the Site and Services shall constitute your express consent to the collection, use, and handling of your information in the manner described in this Notice.

Cross Border Transfer of Personal Data

By using the website you consent to the cross-border transfer of your personal data for the purposes of providing services and products, according to the Terms and Conditions which shall be made pursuant to the requirements of part X of the Data Protection Act No. 3 of 2021 of the Laws of Zambia (“the Act”) and where ChildFund International Zambia has satisfied itself that such transfer of your personal data will be subject to adequate level of protection.

Your Rights as a Data Subject

Subject to the General Terms and Conditions relating to ‘the treatment of your personal information’ outlined in Privacy Notice located at www.childfund.org/global-content/privacynotice, you further acknowledge, in accordance with the Act, that as the Data Subject you have the right to withdraw your consent to the processing of your personal data at any time and demand from ChildFund International Zambia the access

to, the correction and/or deletion of and as the case may be any limitation of processing of as well as the right to object against the carried-out processing of your Personal Data.

ChildFund International Zambia undertakes to process your personal data lawfully, fairly, and transparently in accordance with the provisions of the Act and its internal data protection policies.

Information We Collect

The information we may collect includes information you provide us directly, as well as information provided by third parties or automatically through your use of our Site.

Information you provide us directly:

Although you may freely visit our Site anonymously and without giving us any personal information, certain Services, requests, and features may require you to provide us or our service providers with certain information such as your name, email address, postal address, phone number, and mobile number, username and password, credit card or other payment information and the contribution amounts of our donors and sponsors on file, or similar information that identifies you as an individual or relates to an identifiable person (collectively, “Personal Information”).

You may provide us your Personal Information in a variety of ways, including but not limited to, over the phone, in email, through a face-to-face conversation, or through offline or online forms on the Site, such as those used to subscribe to newsletters and blogs; sign up for specific projects, initiatives or events; survey supporters; sponsor a child; make a donation; sign a petition or letter; and other similar forms that you populate to allow you to be contacted in furtherance of ChildFund Zambia’s activities. It is entirely up to you to decide what, if any, Personal Information you provide. We may supplement the information we collect from you with information we collect from and about you from other online and offline sources, such as public databases, social media platforms and from people with whom you are friends or otherwise connected on social media platforms, and third-party postal address, phone number, email address products, and other sources to provide and collect accurate and updated contact information.

Information that is automatically collected when you visit and interact with the Site:

When you visit and interact with the Site, certain information that does not reveal your specific identity or does not directly relate to an identifiable individual may be collected automatically, including your computer’s Internet Protocol (IP) address; your browser type and operating system; the web pages you were visiting immediately before and after you came to the Site; activities within community discussions; web pages and advertisements that you view and links that you click on within the Site; your bandwidth speed and information about the software programs that are installed on your computer; aggregated data about email click-through rates and user video viewing standard server log information; and information collected through HTML cookies, Flash cookies, web

beacons, and similar technologies (collectively, “Other Information”). For more information, please see our discussion of Cookies and Other Technologies below.

How We Use the Personal Information We Collect

We use the Personal Information we collect to support our charitable mission, including in the following ways:

Email Communications

When you ask us to send you an email such as a free email newsletter, you may provide us with certain information such as your email address so we can fulfill your request. You may choose to provide additional information as well, such as your postal address and phone number.

Donations

When you make a donation through our Site (for example, by sponsoring a child), we may ask you to submit certain Personal Information so we can process your donation. The credit card information you provide is used only to fulfill the transaction you have requested. We maintain your contact information in our records so we can contact you to provide ChildFund program information and information on additional giving opportunities.

Questionnaires and Surveys

We occasionally may ask visitors to our Site to complete online surveys and opinion polls about their activities, attitudes, and interests. These surveys help us understand the needs of our visitors. We do not keep any Personal Information about you in connection with your participation in a Site survey unless you specifically agree to provide this information.

To Fulfill Your Requests or Respond to Your Inquiries

You may choose to contact us through a variety of means as described below in “How to Contact Us” or by visiting www.childfundzambia.org. We provide our contact information and online forms so you may, for example, ask a question, update your address, or request more information. We use the information you provide to fulfill your request or respond to your inquiries.

Providing Personalized Services

We may use your Personal Information to personalize the content, improve the navigability of the Site, and customize your experience on the Site, including targeted content, offers, and advertising on the Site, or via email or text message. We may also use it to notify you about special programs, offers, products and services that we believe will be of interest to you, either from ChildFund or on behalf of our affiliates or other third parties. We will provide personalized services either with your consent or because we have a legitimate interest.

For our Internal Purposes

We may use your Personal Information to protect the security or integrity of the Site or Services and ChildFund, such as by protecting against fraud, unauthorized transactions, claims and other liabilities, and managing risk exposure, including by identifying potential hackers and other unauthorized users. We may also use it to analyze data, identify usage trends, develop promotional campaigns, audit, monitor or prevent fraud, or Site or Services' enhancement, interaction improvement, or operating and expansion purposes. Lastly, we may use it to enforce our General Terms and Conditions, our Restricted Sites Terms and Conditions, or other program terms.

Additional Uses

We may use your Personal Information as otherwise described to you at the point of collection.

How We Use and Disclose Other Information We Collect

We may use and disclose Other Information for any purpose, except where we are required to do otherwise under the Act. If we are required to treat Other Information as Personal Information under the Act, then we may use it for all the purposes for which we use and disclose Personal Information. In some instances, we may combine Other Information with Personal Information. If we do, we will treat the combined information as Personal Information as long as it is combined. We may share aggregate or de-identified information about users with third parties for marketing, advertising, research, or similar purposes.

How We Disclose Personal Information

Your Personal Information may be disclosed:

- To our service providers who provide services such as website hosting, data analysis, payment processing, information technology and related infrastructure provisions, customer service, email delivery, auditing, and other similar services.
- To enhance our fundraising strategies and reduce our costs, we are members of certain nonprofit database "cooperatives". We may occasionally share your name, address, and giving history with these cooperatives for marketing purposes.
- To your friends associated with your social media account, to other website users and to your social media account provider, in connection with your social sharing activity, such as if you connect your social media account to your Site account or

log-into your Site account from your social media account. By connecting your Site account and your social media account, you authorize us to share information with your social media account provider, friends associated with your social media account, and other website users, and you understand that the use of the information we share will be governed by the recipients' privacy policy(ies). If you do not want your Personal Information shared with other users or with your social media account provider, please do not connect your social media account with your Site account, and do not participate in social sharing on the Sites.

- By you, on message boards, chat, profile pages, blogs, and other services (including social media pages) to which you are able to post information and materials. Please note that any information you post or disclose through these services will become public and may be available to users of the Site and to the general public. We urge you to be very careful when deciding to disclose your Personal Information, or any other information, on the Websites.
- To a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our operations, or assets including in connection with any bankruptcy or similar proceedings.
- In addition to the scenarios identified above, we may share Personal Information for any other purposes disclosed to you at the time we collect the information or pursuant to your consent, including if we notify you on the Site that the information you provide will be shared in a particular manner and you provide such information.

In addition, we may disclose your Personal Information (i) if we are required to do so by law, (ii) in response to a request from law enforcement authorities or other government officials, (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity, or (iv) to our affiliates or subsidiaries.

Third-Party Payment Processor

ChildFund does not collect or store credit card or other payment information. We use a third-party payment service to process payments made through the Site. If you would like to make a payment through the Site, your Personal Information will be collected by such third party and will be subject to the third party's privacy policy, rather than this Notice. Please review their terms of use and privacy policy when processing payment. ChildFund has no control over, and is not responsible for, this third party's collection, use and disclosure of your Personal Information.

Cookies and Other Technologies

We use cookies and other tracking mechanisms to track information about your use of our Site or Services. We may combine this information with other Personal Information we collect from you. Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser for record-keeping purposes. Some cookies allow us to make it easier for you to navigate our Site and Services, while others are used to enable a faster login process or to allow us to track your activities at our Site and Service. There are two types of cookies: session and persistent cookies.

- **Session Cookies.** Session cookies exist only during an online session. They disappear from your computer when you close your browser or turn off your computer. We use session cookies to allow our systems to uniquely identify you during a session or while you are logged in to the Site. This allows us to process your online transactions and requests and verify your identity after you have logged in and as you move through our Site.
- **Persistent cookies.** Persistent cookies remain on your computer after you have closed your browser or turned off your computer. We use persistent cookies to track aggregate and statistical information about user activity.

Third-Party Cookies.

We may also engage third parties to track and analyze non-personally and personally identifiable Site data. We use the data collected by such third parties to help us administer and improve the quality of the Site and to analyze Site usage. Such third parties may combine the information that we provide about you with other information that they have collected. This Notice does not cover such third parties' use of the data.

Disabling Cookies.

Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie or how to disable cookies altogether. Visitors to our Site who disable cookies will be able to browse certain areas of the Site, but some features may not function.

Clear GIFs, pixel tags and other technologies.

Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. We may use clear GIFs (a.k.a. web beacons, web bugs or pixel tags), in connection with our Site to, among other things, track the activities of Site visitors, help us manage content and compile statistics about Site usage. We and our third-party service providers also use clear GIFs in HTML emails to our customers, to

help us track email response rates, identify when our emails are viewed and track whether our emails are forwarded.

Do Not Track

At this time, we do not respond to Do Not Track requests.

Third-Party Analytics.

We use automated devices and applications, such as Google Analytics, to evaluate usage of our Site. We also may use other analytic means to evaluate our Site or Services. We use these tools to help us improve our Site and Services, performance and user experiences. You can learn about Google's practices by visiting www.google.com/policies/privacy/partners, and you may opt out by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

User-Generated Content.

We invite you to post content on our Site. If you post content to our Site, all of the information that you post will be available to all visitors to our Site (except, for example, content posted to Restricted Sites using the My Correspondence feature). If you post your own content on our Site (including our Restricted Sites) or Services, your posting may become public and ChildFund cannot prevent such information from being used in a manner that may violate this Notice, the Act or your personal privacy.

Links to Other Sites

Occasionally, we provide links to other sites for your convenience and information. These sites operate independently from our site and are not under our control. These sites may have their own privacy notices in place, which we strongly suggest you review if you visit any linked sites. We are not responsible for the content of these sites, any products or services that may be offered through these sites or any other use of these sites.

Security

We have adopted commercially reasonable technical, physical, and administrative procedures to help protect your Personal Information from loss, misuse, and alteration. Please be aware, however, that despite our efforts, no security measures are perfect or impenetrable and no method of data transmission can be guaranteed against any

interception or other type of misuse. We want you to feel confident using the Site, but we cannot ensure or warrant the security of any information you transmit to us. To protect the confidentiality of Personal Information, you must keep your password confidential and not disclose it to any other person. You are responsible for all uses of our Site by any person using your password, or your device.

By using our Site, you acknowledge and accept the inherent risks associated with online communications and agree to take appropriate measures to safeguard your own Personal Information.

Our Commitment to Children's Privacy

We do not knowingly collect Personal Information from Site visitors that are under the age of 13. If we learn that we have collected any Personal Information on our Site from a Site visitor that is under the age of 13 without verifiable consent from a parent or guardian, we will delete that information from our database as quickly as possible. If you believe that we may have collected information from a Site visitor that is under the age of 13, please contact us at zambiaoffice@childfund.org

Visitors from Outside Zambia

The Site is controlled and operated by us from Zambia and is not intended to subject us to the laws or jurisdiction of any state, country, or territory other than that of Zambia. If you are accessing the Site or Services from outside Zambia, please be advised that your Personal Information will be transferred to and processed in Zambia, a jurisdiction whose data protection laws may not provide equivalent legal protections for your Personal Information as do the data protection laws in your jurisdiction. By using this Site, you expressly consent to the transfer of your Personal Information to, and the processing of it in Zambia.

Updates to This Privacy Notice

We may change or update portions of this Notice at any time and without prior notice to you. Please check back from time to time so you are aware of any changes or updates to the Notice.

How to Contact Us

If you have any questions about our privacy practices, please contact us by visiting childfundzambia/contact-us or calling us at 260 211 291694/ 260 211 290554 or email: zambiaoffice@childfund.org