



NGOs Co-ordination Board



THE REPUBLIC OF UGANDA



Contact us at | www.unccs.org | P.O.BOX 234 | Head-Office: Terego District - Arua, drivers corner - Uganda

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www.uncc.agency | Regional head office: At Niarobi Kenya | Extended office : West Nile Arua, Terrego District|

UNCC Privacy Policy

United Nationals Countryless Children (UNCC) – East Africa & International Operations

1. Introduction

United Nationals Countryless Children (UNCC) is committed to protecting the privacy, dignity, and rights of all individuals we engage with across our humanitarian and development programs.

This Privacy Policy outlines how UNCC collects, holds, uses, discloses, and protects personal information in accordance with:

- **Privacy Act 1988 (Australia)** – including Australian Privacy Principles (APPs)
- **ACNC Governance Standards**
- **DFAT safeguarding and transparency requirements**
- **Applicable laws in Uganda, Kenya, and East Africa**
- **International human rights and humanitarian protection standards**

2. Scope of Policy

This policy applies to all UNCC:

- Staff and management
- Volunteers and contractors
- Partners and collaborators
- Programs and operations (Uganda, Kenya, Australia, and international activities)

3. Our Commitment

UNCC is committed to:

- Protecting personal information from misuse, loss, or unauthorized access
- Ensuring confidentiality, especially for children and vulnerable individuals
- Promoting transparency and accountability
- Upholding safeguarding and protection principles

4. What Information We Collect

UNCC may collect personal information including:

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www.unccs.org | +61730502051 Selected option 4, and record a voice mail our team will be in touch with you as soon as possible | operation@unccs.org

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a) Individuals We Support

- Names, age, gender, and contact details
- Family and caregiver information
- Protection-related information (case management)
- Health or vulnerability indicators (where necessary for support)

b) Staff and Workforce

- Employment and identity details
- Qualifications and background checks
- Payroll and banking information

c) Donors and Partners

- Names and contact details
- Donation and engagement history
- Communication preferences

d) Website Users

- Contact form submissions
- Website usage data (non-sensitive)

5. How We Collect Information

Information is collected through:

- Direct engagement (interviews, forms, assessments)
- Referrals from partners and authorities
- Community outreach and program activities
- Website or online communication
- Third-party sources (where appropriate and lawful)

6. Purpose of Collection

UNCC collects and uses personal information to:

- Deliver humanitarian assistance and services
- Provide child protection and safeguarding support
- Facilitate education and health interventions
- Manage employment, volunteering, and partnerships
- Communicate with donors and stakeholders

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- Meet legal, regulatory, and donor obligations

7. Use and Disclosure of Information

UNCC may disclose personal information to:

- Staff, volunteers, and implementing partners
- Government authorities and regulators
- Humanitarian agencies and protection actors
- Donors (in aggregated or anonymized form)
- Service providers and professional advisers

All disclosures are made in accordance with:

- Confidentiality obligations
- Safeguarding policies
- Legal and donor requirements

8. Safeguarding and Sensitive Information

UNCC places the highest priority on protecting:

- Children
- Young mothers
- Survivors of abuse or exploitation
- Vulnerable seniors

Sensitive information is:

- Collected only when necessary
- Stored securely
- Shared strictly on a need-to-know basis

9. International Standards Compliance

UNCC adheres to:

- **United Nations Convention on the Rights of the Child (UNCRC)**
- **Universal Declaration of Human Rights (UDHR)**
- **IASC Safeguarding Principles**
- **Prevention of Sexual Exploitation and Abuse (PSEA)**

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10. Overseas Disclosure

Due to international operations, personal information may be shared with partners outside the country of collection.

UNCC ensures:

- Appropriate safeguards are in place
- Information is shared securely
- Confidentiality is maintained

11. Data Security

UNCC takes reasonable steps to protect personal information through:

- Secure storage systems
- Restricted access controls
- Staff confidentiality agreements
- Safeguarding protocols
- Data handling procedures

12. Access and Correction

Individuals have the right to:

- Request access to their personal information
- Request correction of inaccurate data

Requests will be handled in a timely and respectful manner.

13. Complaints and Concerns

If you have concerns about how your information is handled, you may lodge a complaint.

UNCC will:

- Investigate promptly
- Respond fairly and transparently
- Take corrective action where required

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14. Website and Online Privacy

UNCC's website may collect limited information to improve user experience.

We do not collect sensitive personal data without consent.

For full details, visit:

www.unccs.org/privacy

15. Provision of Information

Providing personal information is voluntary.

However, failure to provide required information may limit UNCC's ability to:

- Deliver services
- Provide support
- Engage effectively

16. Policy Updates

UNCC may update this Privacy Policy periodically to reflect:

- Legal changes
- Operational improvements
- Donor requirements

Updated versions will be published on our website.

17. Contact

For further information, requests, or complaints, please visit:

www.unccs.org/privacy or operations@unccs.org
or use the contact form available on our website.

UNCC Commitment Statement

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UNCC is committed to ensuring that all personal information is handled with **respect, dignity, confidentiality, and integrity**, in line with both **local laws and international humanitarian standards**

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