

Citizen Digital Foundation's Privacy Policy

Who we are

Citizen Digital Foundation (referred to as 'CDF' on the rest of this page) is an Indian section 8 non-profit that aims to promote safe and responsible navigation and innovation in digital ecosystems. Our web address is <https://citizendigitalfoundation.com>.

CDF places high priority on protecting your privacy. This privacy policy was created in order to demonstrate CDF's commitment to the privacy of our website users and members. This policy explains what types of information we collect from you when you use our website or participate in one of our interventions.

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What data do we collect and why

CDF collects your personal information like name, email address and phone number in order to respond to your queries, send you material that you have shown interest in, or communicate relevant information.

We only collect as much personal data as is necessary for the purposes provided for under applicable laws. The personal data is not used for any other purpose without prior consent.

CDF also interacts with various stakeholders including end-users of technologies on various touch-points like events, sessions, workshops, conferences, webinars and seminars, collaborations etc. Your consent is sought before we click photographs and videos from such interactions, including 'piece-to-camera/mic' which may be used/featured on our and our partners' websites, social media handles, reports, and presentations. This is a necessary process for documenting and amplifying our work. This is the extent to which your data will be used with our cognisance. In accordance with Section 7 (a) of The Digital Personal Data Protection Act 2023, this is categorised as a 'legitimate use' unless you indicate to us that you do not consent to such use.

How we collect your data

You directly provide CDF with most of the data we collect. We collect and process data when you:

- Register on our website
- Enrol and participate in our workshops
- Fill up our contact and other application forms
- Voluntarily complete a survey or provide feedback on any of our owned, paid, acquired, or social channels
- Use or view our website via your browser's cookies

Right to withdraw

By accessing this website, you agree to CDF using your personal data as per the terms of this Privacy Policy.

You may approach us directly via our communication channels if you would not like your image/video to be featured, and we will honour your decision as quickly and suitably as we can. Unless explicitly denied or refused, the process of collecting and sharing is default. We also welcome alternate solutions of managing data better.

You can withdraw your consent for processing your personal data at any time by contacting us at hello@citizendigitalfoundation.org. Upon withdrawal, your personal data will be erased unless we are legally required to retain it.

How we use your personal data

We use the information we collect from you for specific, limited purposes. If you do not wish to receive our messages, you may always “unsubscribe” or “opt out,” either now or at any time in the future. Doing so will cease all communications from us.

CDF collects your personal data so that we can:

- Send you email alerts and newsletters, or inform you about our upcoming workshops and activities
- Provide you with services

- Notify you about changes to our services and/or products
- Provide support
- Answer your queries and requests
- Address your grievances
- To gather analysis or relevant information so that we can improve our services to you
- To detect, prevent, and address technical issues
- We may also use aggregated information to track which of our website features are the most popular so we can better serve your needs. Such analyses do not identify you personally, rather show how many visitors used which features, for example, to our service partners.

Use of your data to provide updates and information would continue only after seeking your clear, informed consent.

How we store your data

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Third-party services

Our CRM service is from HubSpot, newsletter is managed via Substack, donation services are from RazorPay, surveys use Google Forms, web analytics are provided by Google Analytics, and Litt's Learning Management Software is by Frappe LMS. This is not an exhaustive list, and various third-party solutions are used during various projects. These platforms store and process data at their end to provide us with services and analytics, so that we can improve our services to you.

What are cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

How we use cookies

CDF uses "cookies" to help provide better services. They remind us who you are and your preferences for our website based on what you've done and told us before. The "cookie" is placed in your computer and is read when you come back to our website.

CDF uses these cookies to:

- Collect information about your visit to our website, the content you viewed, the links you followed, and information about your browser, device, and your IP address.
- Keeping you signed in.

How to manage your cookies

You can 'deny' cookies through the cookie-consent pop-up offered when you visit our website at any time. These would largely prevent the 'marketing' and 'technical' cookies from being stored. However, in a few cases, some of our website features may not function as a result. The 'necessary' cookies are needed for the basic functioning of the website.

Comments

When visitors leave comments on the website, we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

An anonymised string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

Visitor comments may be checked through an automated spam detection service.

Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

Data protection disclaimer

How we safeguard your data

CDF takes reasonable security precautions to prevent a breach of your personal data entered on this website. In case a breach comes to our notice, we will endeavour to inform you of the same along with necessary process you may undertake to prevent any further damage.

Who will have access to your data

Your data will only be accessed by the senior and accountable staff at CDF, who are apprised with data privacy norms.

We will process your personal data only till the purposes mentioned are served.

How to contact us

If you have any questions regarding the processing of your data, you may contact us at:

hello@citizendigitalfoundation.org

We aim to respond to your message within 7 business days.

Your rights

You have the right to:

- (a) Access information about your personal data
- (b) Correct and update your personal data
- (c) Erase your personal data
- (d) Seek redress of any grievance regarding processing of your personal data

Grievance redressal and other data rights

You can:

- Register any grievance by emailing hello@citizendigitalfoundation.org
- Exercise other rights by contacting us at hello@citizendigitalfoundation.org
- If no reply is received within 7 business days, you may approach the Data Protection Board of India.

Save or download

You can save a copy of this policy by clicking on the button below and download it.