

WEBSITE POLICIES

Humane Animal Society



(AWBI - Recognition No: 175/2008)
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Contact information regarding the policy

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Definitions

Charity, we, us, our means Humane Animal Society, a private non-profit organisation registered with Government of Tamil Nadu as a trust under certificate no. 998/2006 under section 12A (a) of the IT act 1961. Consequently, all financial contributions are tax-exempt under section 80(g). HAS is recognized by Animal Welfare Board of India (AWBI - Recognition No: 175/2008), Federation of Indian Animal Protection Organizations (FIAPO) and Worldwide Veterinary Services (WVS). You, your, buyer is the person logging on to the website

Version 1.0 (2020)

1. Terms and conditions

These Terms and conditions outline the rules and regulations for the use of the Charity's website(s) as listed above.

By accessing the website(s) we assume you accept these Terms and Conditions. Do not continue to use the website(s) if you do not agree to all of the Terms and Conditions stated in this document.

Cookies

We employ the use of cookies. By accessing our website(s), you agree to the use of cookies as stipulated in the Charity's Privacy Policy.

License

Unless otherwise stated, the Charity and/or its licensors own the intellectual property rights for all material on the website(s). All intellectual property rights are reserved. You may access the data on the website(s) for your own personal use subject to the restrictions set in the Terms and Conditions.

You must not:

- Republish material from the website(s)
- Sell, rent or sub-license material from the website(s)
- Reproduce, duplicate or copy material from the website(s)
- Redistribute content from the website(s)

You may:

- Quote limited parts of the website (s) with appropriate attribution and links to the website(s) from where the quote was lifted.
- Republish, reproduce, duplicate, copy or redistribute the content in any form if prior permission from the Charity has been obtained. Permission may be obtained by sending us an email. Please include your name, your organization name, contact information as well as the URL of your site, the content that you wish to republish, reproduce, duplicate, copy or redistribute, and the reason for wanting to do so. We usually respond within 1 week.

Hyperlinking to the content on the website(s)

The following organizations may link to the website(s) without prior written approval:

- Government agencies;
- Search engines;
- News organizations;

- Online directory distributors may link to the website(s) in the same manner as they hyperlink to the websites of other listed businesses; and
- System wide Accredited Businesses except soliciting non-profit organizations, charity shopping malls, and charity fundraising groups which may not hyperlink to our Web site.

These organizations may link to our website(s), to publications or to other website information so long as the links are: (a) not in any way deceptive; (b) do not falsely imply sponsorship, endorsement or approval of the linking party and its products and/or services; and (c) fit within the context of the linking party's site.

We may consider and approve other link requests from the following types of organizations:

- commonly-known consumer and/or business information sources;
- dot.com community sites;
- associations or other groups representing charities;
- online directory distributors;
- Internet portals;
- accounting, law and consulting firms;
- educational institutions and trade associations.

We will approve link requests from these organizations if we decide that: (a) the link would not make us look unfavorably to ourselves or to our accredited businesses; (b) the organization does not have any negative records with us; (c) the benefit for us from the visibility of the hyperlink compensates the absence of the name of the Charity; and (d) the link is in the context of general resource information.

These organizations may link to our home page so long as the link: (a) is not in any way deceptive; (b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

If you are one of the organizations listed in paragraph 2 above and are interested in linking to our website, you must inform us by sending us an email. Please include your name, your organization name, contact information as well as the URL of your site, a list of any URLs from which you intend to link to our website(s), and a list of the URLs on our site to which you would like to link. We usually respond within 1 week.

Approved organizations may hyperlink to the website(s) as follows:

- by use of our Charity's name; or
- by use of the uniform resource locator being linked to; or

- by use of any other description of the website(s) being linked to that makes sense within the context and format of content on the linking party's site.

No use of Charity's logo(s) or other artwork will be allowed for linking absent a trademark license agreement.

iFrames

Without prior approval and written permission, you may not create frames around our webpages that alter in any way the visual presentation or appearance of our website.

Content liability

We shall not be held responsible for any content that appears on your website. You agree to protect and defend us against all claims that is rising on your website. No link(s) should appear on any website that may be interpreted as libellous, obscene or criminal, or which infringes, otherwise violates, or advocates the infringement or other violation of, any third party rights.

Reservation of rights

We reserve the right to request that you remove all links or any particular link to our website(s). You approve to immediately remove all links to our website(s) upon request. We also reserve the right to amend these Terms and Conditions and it's linking policy at any time. By continuously linking to our website(s), you agree to be bound to and follow these linking Terms and Conditions.

Removal of links from our website

If you find any link on our website(s) that is offensive for any reason, you are free to contact and inform us. We will consider requests to remove links but we are not obligated to or so or to respond to you directly.

We do not ensure that the information on the website(s) is correct, we do not warrant its completeness or accuracy; nor do we promise to ensure that the website(s) remains available or that the material on the website(s) is kept up to date.

Disclaimer

To the maximum extent permitted by applicable law, we exclude all representations, warranties and conditions relating to our website(s) and the use of the website(s). Nothing in this disclaimer will:

- limit or exclude our or your liability for death or personal injury;
- limit or exclude our or your liability for fraud or fraudulent misrepresentation;
- limit any of our or your liabilities in any way that is not permitted under applicable law; or
- exclude any of our or your liabilities that may not be excluded under applicable law.

The limitations and prohibitions of liability set in this section and elsewhere in this disclaimer: (a) are subject to the preceding paragraph; and (b) govern all liabilities arising under the disclaimer, including liabilities arising in contract, in tort and for breach of statutory duty.

As long as the website(s) and the information and services on the website(s) are provided free of charge, we will not be liable for any loss or damage of any nature.

Version history

Version 1.0: 1 May 2020

2. Privacy policy

This Privacy Policy applies to information the Charity collects about individuals who interact with the Charity. It explains what personal information we collect and how we use it. The Privacy Policy follows adheres to the principles of the GDPR of the European Union. The GDPR is perceived to provide the strongest possible protection in the world for the user of services that require the user to share information that may be perceived as private.

If you have any comments or questions about this notice, feel free to contact using one of the contact methods listed at the start of this policy.

1. Personal data that we process

The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
Enquiring about our organisation and its work	Name, email, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Subscribing to email updates about our work	Email	Consent - you have given your active consent.
Making a donation	Name, email, address, payment information	Legitimate interests - this information is necessary for us to fulfil your intention of donating money and your expectation of receiving an invoice and/or confirmation message.
Website functionality	Website activity collected through cookies	Legitimate interests - it is necessary for us to store a small amount of information, usually through cookies, to deliver functionalities in a satisfactory manner.

2. How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the above table.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you communications, including for marketing purposes, by email relating to our work which we think may be of interest to you.

3. When we share your data

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;
- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or
- we are required by law to share your data.

In addition, we will only pass data to third parties outside of India where appropriate safeguards are in place as defined by Article 46 of the GDPR.

4. How long we keep your data

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

Where data is collected on the basis of consent, we will seek renewal of consent at least every three years.

5. Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. Cookies & usage tracking

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, e.g. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect personal data, we list these purposes in section 1 above, along with other personal data that we collect. However, we may also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We may use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <https://www.google.com/privacypolicy.html>.

7. Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.

Version history

Version 1.0: 1 May 2020

3. Data protection policy

1. Data protection principles

The Charity is committed to processing data in accordance with its responsibilities under the GDPR of the European Union. The GDPR is perceived to provide the strongest possible protection in the world for the user of services that require the user to share information that may be perceived as private.

Article 5 of the GDPR requires that personal data shall be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

2. General provisions

- a) This policy applies to all personal data processed by the Charity.
- b) The Responsible Person shall take responsibility for the Charity's ongoing compliance with this policy.
- c) This policy shall be reviewed at least annually.
- d) The Charity shall register with the Information Commissioner's Office as an organisation that processes personal data.

3. Lawful, fair and transparent processing

- a) To ensure its processing of data is lawful, fair and transparent, the Charity shall maintain a Register of Systems.
- b) The Register of Systems shall be reviewed at least annually.
- c) Individuals have the right to access their personal data and any such requests made to the charity shall be dealt with in a timely manner.

4. Lawful purposes

- a) All data processed by the charity must be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests as prescribed at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/>
- b) The Charity shall note the appropriate lawful basis in the Register of Systems.
- c) Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
- d) Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in the Charity's systems.

5. Data minimisation

The Charity shall ensure that personal data are adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

6. Accuracy

- a) The Charity shall take reasonable steps to ensure personal data is accurate.
- b) Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.

7. Archiving/removal

- a) To ensure that personal data is kept for no longer than necessary, the Charity shall put in place an archiving policy for each area in which personal data is processed and review this process annually.
- b) The archiving policy shall consider what data should/must be retained, for how long, and why.

8. Security

- a) The Charity shall ensure that personal data is stored securely using modern software that is kept-up-to-date.

- b) Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorised sharing of information.
- c) When personal data is deleted this should be done safely such that the data is irrecoverable.
- d) Appropriate back-up and disaster recovery solutions shall be in place.

9. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, the Charity shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/personal-data-breaches/>

Version history

Version 1.0: 1 May 2020

4. Refund and returns policy

This Refund and Returns Policy is applicable for products purchased in Humane Animal Society's online shop at www.hasindia.org/shop.

Payments

We accept payments made from Indian and non-Indian bank accounts and with cards issued by these banks to the extent that our payment permits.

You can pay with credit card, debit card, through netbanking, via UPI or with a wallet. All payments are made through our payment gateway's payment system. Your payment data is transmitted using the industry standard Secure Sockets Layer (SSL) with 128 bit encryption. Your data is only used as long as is necessary to complete your purchase transaction, and the payment gateway does not store your data. The payment gateway adheres to The Payment Card Industry Data Security Standard (PCI-DSS). PCI-DSS is managed by the PCI Security Standards Council, a global forum consisting of companies like Visa, MasterCard, American Express and Discover. The advantages of using a payment gateway is that we do not have access to your payment data, and because your payment is confirmed immediately, the processing of your order is quicker than when using other payment methods.

Cancellations

If you change your mind after having made a payment, and decide to cancel the order, you should contact us as soon as possible. If your order hasn't been fully processed (packed and shipped), we will refund the entire amount. If your order has already been shipped, please refer to our returns policy.

Returns

As a rule, we do not accept returns. However, we are aware that there are extraordinary situations where returns are unavoidable. Therefore, we accept returns in the following two situations:

1. If you have attempted to cancel your order by contacting us soon after placing the order, but a cancellation wasn't possible due to the parcel having already been shipped, you should not accept receipt of the parcel, and ask the courier to send the parcel back to us. We will refund the price of the parcel content whereas you are responsible for paying the shipping price both ways.
2. If, for some reason, an item in your order arrives in damaged condition, you will be eligible for a refund or replacement. If the damage is the responsibility of the courier, you must raise a claim with the courier company. If you think the problem was caused by us, you should contact us as soon as possible after becoming aware of the problem. In such cases, we may require you to send the item back. You will receive a refund or replacement for the damaged/spoilt item. We will pay for shipping.

It is important that you contact us before returning the product(s) so that we are aware that a parcel will be returning and for what reason.

Refunds

Refunds will be made to the payment facility you used for making the payment, i.e. the payment gateway will transfer the amount back to your card or bank account.

Version history

Version 1.0: 1 May 2020