



Privacy Policy of the Tabletochki Charity Foundation

Last updated: January 15, 2025

We strive to provide high-quality service to our beneficiaries, donors, and partners. Therefore, it is important for us that you can trust us with your data and be confident that the Tabletochki Charity Foundation treats it with care and makes every effort to protect it.

Please take the time to read this Privacy Policy. It will help you understand what data we collect, how and on what grounds we use it, how we protect your data, and your rights regarding it. This Privacy Policy applies to all visitors, registered users, and other users of the websites of the Tabletochki Foundation, including tabletochki.org, super.tabletochki.org, shop.tabletochki.org, and other resources of the Foundation and its partners where this Policy is referenced (hereinafter collectively referred to as the "Websites").

This Privacy Policy is part of the Terms of Use of the Tabletochki Foundation's Websites. Unless otherwise stated, the terms used in this document have the same meanings as in the Terms of Use.

By visiting our Websites, you confirm that you have read and understood the procedures and policies outlined in this Privacy Policy and consent to our practices regarding the collection, use, sharing, and processing of data.

The Policy covers the following topics:

1. Who We Are
2. Scope of the Privacy Policy
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5. How We Use Your Data
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1. Who We Are

We are the Tabletochki Charity Foundation, located at 01010, Ukraine, Kyiv, Omelyanovycha-Pavlenka Street 4/6, 14th floor. Hereinafter referred to as "we" or the "Foundation," and our Websites as "ours."

If you have any questions, please contact us via email at info@tabletochki.org, by mail at the address above, or by phone at +380 67 464 8774.

2. Scope of the Privacy Policy

This Privacy Policy covers our Websites and partner websites where this Policy is referenced. It describes our principles for processing your personal data, including data collected through social media, messengers, chatbots of the Tabletochki Foundation, and other platforms we use to achieve our statutory goals.

Our Websites include websites under the domain name tabletochki.org, including all subdomains, subdirectories, and sections (e.g., tabletochki.org/superdruzi/, tabletochki.org/potribna-dopomoga/, super.tabletochki.org, shop.tabletochki.org, etc.).

3. What Data We Collect

Depending on the type of communication or transaction, we may collect and process the following personal data:

- **Personal Data:** Full name, date and year of birth, tax identification number, passport details, photos.
- **Contact Data:** Email address, phone numbers, postal address, branch address of Nova Poshta.
- **Payment Data:** Limited bank card details, bank account details, IBAN.
- **Medical and Personal Data of Children:** Name, date and year of birth, diagnosis, copies of medical records and prescriptions, copies of medical tests, child's birth certificate copies, photos.
- **Education and Employment Data:** Organization name, job title, diploma copies.

During your communication with us, the following data is collected:

When contacting us through the communication methods we offer, you may provide us with certain information, such as your contact details (e.g., full name and/or nickname, email, phone number, payment channel, bank transaction ID, date and amount of transaction, last four digits of your bank card number, tax identification number, passport details) and other information you voluntarily provide (mostly related to the issue you are contacting us about). We will retain our history of contacts and correspondence with you for future reference.

We may also process assumptions about your account and device identifier, such as:

- Assumptions about gender, for example, based on your name;
- Assumptions about preferred language of communication, for example, based on the language version of the Website you choose;
- Assumptions based on third-party data and advertising interactions: we may receive assumed data related to your device identifier (mainly a unique device identifier created by cookies or other tracking technologies used on our Websites and by our trusted service providers). We may receive assumed data about your interests and characteristics generated by third parties from other websites and services you have

visited. For more information, please refer to the "Do We Use Cookies" section of this Policy.

Technical Data

We collect information that your web browser automatically sends, and we may use it to create aggregated statistical data about visitors to our site, including but not limited to:

- IP address
- type of browser and plugin
- details language used on the site
- UTM parameters
- geolocation
- local time zone
- operating system
- cookies data about your interaction with the site (session ID)

Session ID contains the following information: your interaction with the site; the name of the website or traffic source (e.g., advertisements, social networks, or search engines) from which you accessed our site; the site features you use; the pages you visit on our site; the duration of your interaction on each page; the type of device and settings, including the operating system and browser type; as well as actions you perform on the site, if any.

4. Children's Privacy

We do not knowingly collect or process personal data of individuals under 16 years of age without prior consent from a parent or guardian. If you are a user under 16 years old or a guardian of such a user, please notify us at support@tabletochki.org. We will delete the relevant personal information.

5. How We Use Your Data

We will process your personal data, including providing it to third parties, only in the following cases: (1) you have given your consent, which can be withdrawn at any time; (2) processing is necessary to fulfill obligations under agreements entered into with you; (3) we are legally required to do so; (4) processing is necessary to protect your vital interests or the interests of another person; (5) processing is necessary to achieve our statutory goals, provided that these goals do not conflict with your rights and interests.

The personal data you provide us may be used for the following purposes:

- To process requests for assistance and to establish beneficiary status with the Foundation;
- To create a beneficiary profile in the Foundation's internal system and ensure a unified approach to providing assistance;
- To communicate with parents or guardians (legal representatives) of children in need of assistance;
- To provide necessary assistance and implement other Foundation programs in response to requests;

- To process inquiries related to concerns about the protection of the Foundation's wards;
- To process charitable donations made on our Websites;
- To raise funds in accordance with our internal policies and procedures;
- To fulfill our obligations under agreements with you and to provide the services and information you request;
- To respond to your questions and deliver related services;
- To provide you with information about our activities or projects;
- To organize events you have registered for and provide you with information and other materials related to the content of the event, speakers, sponsors, and other participants;
- To send you our informational and educational materials, news, and publications, as well as notifications about new opportunities in the Foundation's educational and other programs, provided you have given your consent;
- To inform you about updates on our Websites and changes in public documents on them;
- To personalize advertisements shown to you online according to your interests, preferences, and other characteristics;
- To respond to applications for employment or inclusion in the volunteer team;
- For financial, tax, or auditing purposes;
- In cases where we are legally obligated to disclose or otherwise use your information.

Information we collect about you may be used for the following purposes:

- If you make a donation, we will use your personal data to create an account for you, through which you can securely access your donation history and manage your subscription to monthly donations.
- To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical, and survey purposes.
- As part of our efforts to ensure the security of our website.
- To ensure the most effective display of the content of our Websites on the device you use to access them.
- To measure or understand the effectiveness of advertising we show you and other users, and to provide you with relevant advertising.
- We may record and register certain actions you take, such as accepting our terms, policies, offers, and notifications.
- We will retain information about your request to exercise your rights related to your personal data in order to demonstrate compliance with requirements.

Data Obtained via the Payment Chatbots of the Tabletochki Foundation

- For processing charitable donations or subscriptions for monthly charitable donations to the Foundation made through our payment chatbots (e.g., Telegram, Viber);
- For processing requests sent via chatbot and providing information on embedded inquiries.

Personal Data We Receive from Other Sources

We will combine the information you provide to us with the information we collect about you. We will use this information and the combined personal data for the purposes outlined above. We also process your requests submitted via social media messengers and provide responses to frequently asked questions through chatbot functionality.

6. How Long We Store Your Data

We will retain your personal data in a form that allows us to identify you no longer than necessary for the purposes for which the personal data is processed. We may retain and use your personal data to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our agreements and rights, or if its deletion is technically impossible.

Data collected via cookies is retained for the period specified in Section 9, "Do We Use Cookies."

You may exercise your right to delete your data at any time. In such cases, your data will be removed from our servers within 30 days of your request.

7. Do We Share Data with Third Parties

We use your personal data to carry out our statutory activities, fulfill obligations under agreements with you, and may also transfer this data to our trusted service providers and business partners who act on our behalf in accordance with our instructions. This allows us to ensure the effectiveness of charitable assistance, maintain security, and optimize your experience.

Our partners store your data in compliance with the highest protection standards. We provide them access only to the information necessary to perform specific tasks and require them to use it exclusively for agreed purposes, ensuring protection in accordance with applicable regulations.

Among our partners and service providers may be:

- Medical professionals, including foreign consultants, providing expert consultations to the Foundation on medical issues;
- Psychologists, legal advisors, translation bureaus, or travel agencies engaged as needed within specific Foundation programs;
- Partners with whom we implement certain Foundation programs (e.g., medical evacuation, internships, training, and development of medical personnel);
- Advertising and marketing agencies that help assess advertising effectiveness;
- Data storage providers ensuring reliable hosting and storage;
- Technical support services maintaining and supporting Websites and software products for data processing and storage;
- Analytics and data management service providers for analysis and optimization;
- Measurement partners for tracking and targeting;
- Payment service providers for processing financial transactions;
- Security partners, ensuring protection against fraud and security breaches.

If this Privacy Policy is posted on our partners' websites, note that we do not directly transfer data to such partners. The information you provide to partners is processed by them in accordance with their privacy policies. We are not responsible for such processing, so we recommend reviewing these partners' privacy policies.

The list of our suppliers and partners may change. To obtain up-to-date information about third parties to whom we transfer data, please send your request to support@tabletochki.org.

We may also transfer your personal data to third parties in cases required by law: to comply with a government request, court order, prevent unlawful use of the Websites, violations of our policies, as well as to protect against third-party claims and investigate fraud cases.

If we receive a report of concern about the protection of the Foundation's beneficiaries, and if the suspicion is confirmed, we may transfer data to the appropriate government authorities or human rights organizations in cases provided by applicable Ukrainian law.

8. Do We Transfer Your Data Outside the European Economic Area

Personal data we collect is stored on servers in Ukraine and Germany. By default, data is stored in Ukraine; however, we may need to process your personal data in another country. In cases where data transfer outside the European Economic Area is necessary, we will take the required measures to protect the data. By using our services, you consent to such data transfer.

9. Do We Use Cookies

Like many other websites, our Websites use cookies to distinguish you from other users. This helps us analyze website usage, customize, and improve their content and structure.

By using our Websites, our social media pages (Facebook, Instagram, LinkedIn, TikTok, Twitter, and YouTube), reaching out for assistance, or making charitable donations, you agree that, unless you have configured your browser to block cookies, we may place the types of cookies listed below on your device and use this data in accordance with this Privacy Policy.

You are not obliged to accept our cookies and can refuse them by selecting the appropriate option in the banner at the top of our site, which allows you to opt out of all or some cookies. You can also delete them after they have been saved to your hard drive.

What are cookies?

A cookie is a small file consisting of letters and numbers that we store in your browser or on your device with your consent. Each time you revisit, these files are sent to the website they originated from or to another website that recognizes them. Cookies are useful because they allow the website to recognize the user's device and tailor content according to their interests and preferences.

Types of cookies

There are two main types of cookies: "**first-party cookies**" and "**third-party cookies**":

- **First-party cookies** are directly set by the website operator on your device and are typically used to recognize it during subsequent visits and to save your preferences while browsing. Essentially, these are our cookies.
- **Third-party cookies** are set by a service provider on behalf of the website operator and may be used by that provider to recognize your device during visits to other websites. These cookies are most often used for analytics or advertising purposes.

Additionally, cookies are classified as "**session cookies**" and "**persistent cookies**":

- **Session cookies** are automatically deleted from your device after you close your browser.
- **Persistent cookies** remain stored on your device until their specified expiration date.

We use both session and persistent cookies.

Categories of cookies we use

1. Necessary/essential cookies

These cookies are vital for the website's functionality. They enable users to navigate the website and use its features, such as submitting an assistance request or making a charitable donation.

2. Performance cookies

These cookies collect information about how users interact with the website, such as the pages they visit most often. They do not collect data that identifies the user.

3. Functionality cookies

These cookies remember the user's choices or characteristics (e.g., language, visited pages, or location) and enhance the user experience on the website. They can also store preferences such as font size or other page settings.

4. Marketing cookies

These cookies collect information about users' browsing habits. They may include data about social media usage, such as Facebook, and interaction with our website to display relevant content on other platforms. Additionally, these cookies can be used to determine which advertisements to show you on our and other websites.

You can find detailed information about the specific cookies we use in the following [document](#).

10. Data Security

We implement technical and organizational measures to protect personal data to ensure adequate security, including protection against accidental loss or destruction, unlawful

processing, unlawful destruction, or unauthorized access to data. These measures are aimed at ensuring the continuous integrity and confidentiality of personal data. We regularly assess the effectiveness of these measures to guarantee the security of data processing.

In particular, we provide access to personal data to a limited circle of individuals. We enter into non-disclosure agreements and train our staff in the safe handling of your data.

At the same time, despite taking all necessary measures to protect your data, we must acknowledge that no method of data transmission over the Internet or electronic storage is 100% secure.

11. What Are Your Rights Regarding Your Personal Data

We respect your rights regarding your personal data that we collect and store.

Under Ukrainian law, as a data subject, you have the right to know what types of data we collect and why, the right to request correction or deletion of your personal data, the right to refuse the collection of certain data, the right to access your personal data, the right to withdraw your consent, and the right to file a complaint with a supervisory authority. Below, we explain what each of these rights means, as well as when and how you can exercise your rights.

- **The right to be informed** about who we are, for what purposes, and how we collect, use, and process your personal data or the data of a child whose rights you represent;
- **The right to access your personal data** and the right to request a copy of the personal data we store about you or a child whose rights you represent;
- **The right to correct inaccuracies** or complete any incomplete personal data we process regarding you or a child whose rights you represent;
- **The right to withdraw your consent to the processing of personal data** if the processing is based on consent. However, this right may be limited in cases prescribed by law. For example, we cannot cease processing if the law requires the storage of your data, if it is necessary to protect the Foundation's rights in legal proceedings, or when there are other legitimate grounds for continuing data processing.
- **The right to delete (erase) your personal data** or the right to "be forgotten";
- **The right to restrict or block the processing of your personal data**;
- **The right to transfer data to another service** (to another controller) and the right to store your personal data on a personal device;
- **The right to object to any processing of personal data** that we process based on legitimate interests if our grounds for primary processing outweigh the scope of your interests, rights, and freedoms;
- **The right not to be subject to automated decision-making** and profiling and to personally influence automated data collection and profiling systems;
- **The right to file a complaint with us regarding any processing of your personal data**, as well as data of a child whose rights you represent, or to contact the supervisory authorities of the country in which you live or work; If your request has not been satisfied, you may file a complaint with the regulatory authority — the

Commissioner of the Verkhovna Rada of Ukraine for Human Rights at hotline@ombudsman.gov.ua or send mail to: Instytutska St., 21/8, Kyiv, 01008, Ukraine.

- **The right to request that we do not process your personal data for marketing purposes.**

You can exercise your rights regarding personal data by writing to us at support@tabletochki.org. For a complete list of data subject rights, you can review [the link](#) provided.

12. How We Update the Privacy Policy

We may change or update this Privacy Policy from time to time.

If changes to this Policy have a fundamental impact on the nature of the collection or use of your personal data or otherwise have a significant impact on you, we will notify you of the changes via email (if possible) and publish the information on our Websites.

The date of the last update to the Privacy Policy is indicated at the beginning of this document.

13. Contact Information

If you have any questions regarding this Policy or the processing of your data, you can contact us at:

info@tabletochki.org

+380 67 464 8774

01010, Kyiv, Omelyanovycha-Pavlenka Street 4/6, 14th floor