

## Site and Privacy Policy

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In these terms and conditions, “we, our, us, Greentalist” refers to “Asociacion Raleigh Desarrollo Sostenible”.

### **1. Acceptance of terms**

By accessing the content of greentalist.org (“the Website”), you agree to be bound by the terms and conditions set out herein, and you accept our privacy statement. If you object to any of the terms and conditions set out in this agreement, you should not use any of the products or services on the Website and leave immediately.

You agree that you shall not use the Website for illegal purposes and will respect all applicable laws and regulations. You agree not to use the Website in a way that may impair the performance, corrupt the content or otherwise reduce the overall functionality of the Website. You also agree not to compromise the security of the Website or attempt to gain access to secured areas or sensitive information.

You agree to be fully responsible for any claim, expense, liability, losses, costs, including legal fees incurred by us arising from any infringement of the terms and conditions set out in this agreement.

Users under the age of 18 should only use the Website with the consent and supervision of a parent or guardian.

### **2. Modification**

Greentalist reserves the right to change any part of this agreement without notice, and your use of the Website will be deemed as acceptance of this agreement. We advise users to check the Terms and Conditions of this agreement regularly.

Greentalist has complete discretion to modify or remove any part of this site without warning or liability arising from such action.

### **3. Limitation of liability**

Greentalist will under no circumstances be liable for indirect, special, or consequential damages, including any loss of business, revenue, profits, or data, resulting from your use of the Website. To the fullest extent permitted by law, we disclaim liability for damages arising from reliance on content, third-party services, or technical failures.

### **4. Copyright**

All intellectual property of Greentalist, such as trademarks, trade names, patents, registered designs and any other automatic intellectual property rights derived from the aesthetics or

functionality of the Website, remains the property of Greentalist. By using the Website, you agree to respect the intellectual property rights of Greentalist. You will refrain from copying, downloading, transmitting, reproducing, printing, or exploiting for commercial purposes any material contained within the Website.

## **5. Disclaimers**

The information is provided on the understanding that the Website is not engaged in rendering advice and should not be wholly relied upon when making any related decision.

The information contained on the Website is provided on an “as is” basis with no warranties expressed or otherwise implied relating to the accuracy, fitness for purpose, compatibility or security of any components of the Website.

We do not guarantee the uninterrupted availability of the Website and cannot represent that using the Website will be error-free.

## **6. Third parties**

The Website may contain hyperlinks to websites operated by other parties. We do not control such websites, and we take no responsibility for, and incur no liability in respect of, their content. Our inclusion of hyperlinks to such websites does not imply any endorsement of views, statements or information contained in such websites.

## **7. Severance**

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out, and the remaining provisions shall remain in force.

## **8. Governing law and jurisdiction**

The laws of Costa Rica govern this Agreement, and any user of the Website hereby agrees to be bound exclusively by the jurisdiction of the Costa Rican courts without reference to rules governing choice of laws.

## **9. Data Protection and Privacy Statement**

### **9.1 Introduction**

Greentalist is committed to safeguarding your privacy. This statement explains how and why we will collect, use and disclose your personal information.

We deliver our work through relationships with volunteers, fundraisers, supporters, and partners from rural communities to business and government. Our use of personal information enables us to operate safely and efficiently daily, helping us achieve our vision of a global community working to build a sustainable future.

This statement is a summary of how we are taking all reasonable steps to ensure your information is secure. There may be other privacy policies that apply to certain services we provide. We will make these explicit when they apply. Please read them before you subscribe to such services to ensure you are happy with our use of your information.

This policy applies under Law No. 8968 “Inhabitants Data Protection Agency” (PRODHAB) of the Republic of Costa Rica, and likewise the law “General Data Protection Regulation” (RGPD) that came into force effective May 2018. Periodically review this notice and update it as necessary to be transparent about how we process and protect your information.

## **9.2 This statement includes**

- What information do we collect
- Why we collect information
- Where we collect information from
- How long do we keep your information for
- Who we share your personal information with
- How is your information secure
- Managing your communications from us

## **9.3 What information do we collect**

We collect a variety of personally identifiable or sensitive information from you for various reasons. The type and quantity of information we collect and how we use it depend on why you are providing it. For example, we may collect:

- personal details, including your full name, contact details (e.g. postal address, email address, telephone number), date of birth, records of your correspondence and engagement with us
- financial details, including bank or credit card details, and donation history
- education and employment background
- photographs, video or audio recordings
- equal opportunities data
- physical or mental health information
- criminal record.

## **9.4 Sensitive personal data**

We will typically only record sensitive, personal data (including health, religion, sexuality, ethnicity, political and philosophical beliefs) where we have your explicit consent, unless we are permitted to do so in other circumstances under data protection law. For example, we may make a record that a person is in a vulnerable circumstance to comply with requirements under charity law and the Code of Fundraising Practice, to ensure that we do not send fundraising communications to them.

## **10. Greentalist volunteers and alumni (former volunteers)**

Suppose you are a volunteer or have volunteered with Greentalist. In that case, some of the personal data you provided to us in connection with your volunteering with Greentalist is transferred to your alum record. For example:

- details of your volunteering with Greentalist, e.g. programme type, country, dates
- details of your interactions with Greentalist, e.g. your membership of any Raleigh groups or societies, attendance at Greentalist events, other contact with us, benefits or services provided to you by us, your relationship with other former Greentalist volunteers or supporters, your communications preferences.

## **11. Additional information**

We also record, where applicable, based on information you provide to us and, in some cases, publicly available information:

- financial information relating to you and your family, including: your history of donations made to Raleigh, your ability and willingness to make donations, if we think particular donations or funding appeals may interest you, your philanthropy and other giving, including contributions to different organizations and other support that you provide (e.g. details of volunteering roles)
- your career highlights, including your current employer and other life achievements
- information about your areas of interest and hobbies.

## **12. Why we collect information**

Your data is collected and used by us for many interdependent purposes to support our programmes, communications, and fundraising. Depending on how you interact with us, we use your information to:

- provide you with information and administer services that you have requested
- process volunteer and employee applications
- process donations and administer Gift Aid information for any donation you make

- process and administer an event you have registered for or attended
- communicate with you regarding Greentalist's programmes, impact and campaigns
- invite you to events, such as workshops, networking and sponsored challenges
- send you details of volunteering opportunities
- send you tailored proposals, appeals and requests for donations to support our projects and volunteers who deliver Raleigh's work
- share your story to inspire others to volunteer or support our work
- carry out wealth analysis and research to improve our understanding of the backgrounds and interests of alumni (former Greentalist volunteers) and supporters, to inform our fundraising strategy and target our communications more effectively
- obtain information to improve Greentalist's services and user experiences, including conducting surveys
- keep our internal records updated, including your relationship with us and the management of any feedback or complaints
- manage your communication preferences
- comply with applicable laws and regulations, and requests from statutory agencies.

### **13. Building profiles and targeting communications**

To provide the best experience of volunteering with and supporting Greentalist, we may carry out targeted communication and fundraising activities to ensure these are timely and relevant for you. In creating a profile, we may combine information that you have provided to us with other information when it is available (e.g. public records or social media). We do this to conduct due diligence before seeking or accepting significant donations. Where possible, we cleanse and remove out-of-date data by checking it against publicly available records such as deceased records. We do this screening to help make the best use of the charity's resources by not sending inappropriate communications.

You can withdraw your consent, unsubscribe from or update your communications preferences at any time by contacting us using the details below. If you do make any changes, we will update your record as soon as possible.

### **14. Our legal basis for processing data**

In some instances, we may process your information without your specific consent when we are legally allowed to do so, for example, to provide the opportunity to volunteer with Greentalist in response to your application to volunteer. This will only be where it is in our legitimate interests

to do so and where we are confident that such processing is not likely to prejudice your legitimate interests or rights and freedoms.

Where we are processing your data based on your specific consent that you have given us, you are entitled to withdraw that consent at any time.

## **15. Where we collect information from**

Greentalist may collect information in the following ways: through paper forms, telephone conversations, face-to-face interactions, digital forms completed via our website or online surveys, social media, and third-party companies and websites like JustGiving.

- From you directly: e.g. when you request a newsletter or information, complete your details in a Facebook advertisement, fill out one of our volunteer application forms, make a donation or participate in one of our events.
- From you indirectly: e.g. when you use other fundraising sites like JustGiving or Virgin Money Giving to create a fundraising page or make a donation.
- From other organizations: when you have permitted them to share your information, e.g. details passed to us by VSO relating to your application to be an ICS Volunteer or Team Leader.
- From social media: depending on your settings or the privacy policies for social media and messaging services like Facebook, Twitter and Instagram, you might permit us to access information from those accounts or services, e.g. you may receive targeted advertisements through our use of social media audience tools.
- From our website: when you visit, e.g. we use software such as Google Analytics to identify which pages on our website are visited most. This information is collected automatically. It does not contain any personal or sensitive information, so browsing is anonymous. For details on this, and the use of cookies, please see our Site Terms and Conditions.
- From publicly available sources: we may collect personal details about you from the public domain, e.g. Companies House, the electoral register, the phone book, the Charity Commission's Register of Charities, Who's Who, LinkedIn, company annual reports and websites, and articles in newspapers and magazines.

## **16. Who we share your personal information with**

Apply to volunteer or work for Greentalist. We will use your personal information to run checks against official sanctions lists, which contain details of known terrorist individuals and entities (e.g. UN Sanctions). This ensures that Greentalist is not complicit in funding or supporting terrorism.

We may also need to disclose your details if required to by the police, regulatory bodies or legal advisers.

We never sell your data to third parties for marketing purposes. At times, we may need to share your information with outside organizations to provide you with the volunteer opportunity you have requested. Some of our suppliers and partner offices in the country are located outside the Costa Rican and the European Economic Area. Every time we share or transfer your personal information, we comply with the standards established by Costa Rican law No. 8968 “Protection of the Person against the processing of their data” (PROHAD) and the General Data Protection Regulation (RGPD) and this privacy statement at a minimum.

## **17. How is your information secure?**

The security of your information is of utmost importance to us. We use reasonable measures to protect your information as required by law, in line with industry standards, and in accordance with Raleigh's policies. Sensitive data is held under strict security conditions. If you have any reason to believe that any personal information we hold is no longer secure, please contact us immediately.

## **18. Managing your communications from us**

You are in control of how we use your data. You have a right to ask us to stop processing your data. If it's not necessary for the purpose you provided it to us for (e.g. for audit purposes, processing your donation or registering you for an event), we will do so.

## **19. Your rights**

According to Costa Rican Law No. 8968 “Protection of the Person against the Treatment of their Data” (PROHAD) and the General Data Protection Regulation (RGPD), you have the right to:

- ask us for a copy of, or rectification or erasure, of your information held by us
- be informed about how your information is used
- restrict processing (pending correction or deletion)
- withdraw consent for or object to communications or direct marketing
- ask for the transfer of your data electronically to a third party (data portability).

## **20. Our Cookie Policy**

### **20.1 What is a cookie?**

Cookies are small text files placed on your computer, mobile, or tablet by websites you visit.

By using our website and social media pages, you agree that, unless you set your device's browser to reject them, we can place cookies on your device. You can manage or disable

cookies at any time in your browser settings. Please note that some website features may not work correctly without cookies.

## **20.2 How does Greentalist use cookies?**

We use cookies to improve the experience of visitors to our website. They help us understand how the website is used and monitor the performance of our advertising. This means that we can invest in the most effective ways of raising awareness of our work and inspiring young people and communities to create change together.

By using our website and social media pages, you agree that, unless you have set your device's browser to reject them, we can place cookies on your device.

## **20.3 Different types of cookies**

Session and persistent Cookies are either 'session' or 'persistent' cookies. Session cookies are temporary files which are deleted when you close your browser. If you restart your browser and return to the site, the website will not recognize you. A new session cookie will be generated each time you revisit the site.

Persistent cookie files stay on your device when you close your browser. You can delete them manually, or your browser deletes them based on the time specified in its cookies file. They are used to improve functionality and help us understand how visitors use our website. They are also used to tailor the advertising that you see.

First and third-party cookies Whether a cookie is first or third party depends on its origin. First-party cookies are set by the website that you visit.

Third-party cookies are external. They are delivered by an external provider on behalf of the website operator. These cookies are most commonly used for analyzing the performance of a website and for marketing purposes. Some of the third parties allow you to manage their cookies independently, for example, social media platforms.

We use our cookies and those of other companies we work with, such as social media, search engines, advertising networks and business partners.

If you would like a list of the first-party cookies that we use on our site, please email us at [info@raleighcostarica.org](mailto:info@raleighcostarica.org) / [info@greentalist.org](mailto:info@greentalist.org).

## **20.4 How can you turn off cookies?**

You can change your web browser's settings to change what cookies appear or disable them altogether. Blocking cookies may mean that some parts of our website will not perform as well for you, and you may not be able to complete certain activities or forms online.

The “Help” menu in the toolbar of most web browsers will tell you how to change your cookie settings. For more information about changing your cookie settings, we suggest you visit <https://www.aboutcookies.org/>. The website tells you how to do this for different web browsers.

## **21. Tracking**

We also use several third-party and first-party tracking technologies, such as pixel tags, on our website. These help us track and improve user experience, marketing emails, and monitor the performance of our marketing activity. These are not cookies.

## **22. Dispute Resolution**

This Agreement shall be governed exclusively by the laws of Costa Rica. Before initiating court proceedings, both parties agree to attempt mediation with a legally recognized mediation center in Costa Rica.

## **23. Contact us**

If you have any questions, please contact us at:

- Email: [info@greentalist.org](mailto:info@greentalist.org)
- Phone: +506 88767301
- Address: Greentalist, Finca Ganadera CATIE, Turrialba, Cartago 30501, Costa Rica

San Jose, Costa Rica

June 2025.