

Privacy Policy

Effective Date: January 2022

Goldstar Kenya is committed to protecting the privacy and confidentiality of all individuals who interact with us. This Privacy Policy explains how we collect, use, disclose, and protect personal information in the course of our work in HIV Prevention Care and Treatment, Nutrition, Family Planning, Maternal Health, RMNCAH, WASH, and Health Systems Strengthening.

1. Information We Collect

We may collect the following categories of personal information:

- **Personal Identifiers:** name, email, phone number, postal address.
 - **Health Information:** medical records, health history, HIV care and treatment data, maternal and child health information (collected only with consent and in line with applicable laws).
 - **Program Participation Data:** attendance at trainings, support groups, workshops, and other activities.
 - **Website and Digital Data:** IP address, cookies, and browsing information when you visit our website.
 - **Donor and Partner Information:** names, contact details, payment or donation records.
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2. How We Use Information

We use personal data to:

- Provide health services, support, and follow-up care.
 - Deliver maternal, child health, and community health programs.
 - Strengthen health systems through research, monitoring, and evaluation.
 - Communicate updates, reports, and opportunities for engagement.
 - Process donations and maintain donor records.
 - Comply with legal and regulatory requirements.
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3. Confidentiality and Sensitive Health Data

- We treat all **HIV and health-related information** as **highly confidential**.
- Health information is only collected with **informed consent** and is used strictly for care, treatment, monitoring, and program delivery.

- Access to sensitive health data is limited to authorized staff and partners who require it to perform their duties.
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4. Data Sharing and Disclosure

We do not sell or rent personal data. We may share information only with:

- **Authorized Service Providers:** IT, cloud storage, monitoring systems, or secure health platforms.
 - **Health Partners and Donors:** when required for reporting, provided data is anonymized or shared with consent.
 - **Regulatory Authorities:** where required by law (e.g., Ministry of Health reporting).
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5. Data Security and Retention

- We use appropriate technical, administrative, and physical safeguards to protect personal information.
 - Sensitive data (including HIV and health records) is encrypted and access-controlled.
 - We retain personal data only as long as necessary to provide services, meet donor/legal obligations, or for legitimate programmatic needs.
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6. Your Rights

Under the **Kenya Data Protection Act (2019)** and other applicable laws, you have the right to:

- Access the personal data we hold about you.
- Request correction or deletion of your data.
- Withdraw consent to data processing (where applicable).
- Raise complaints with the **Office of the Data Protection Commissioner (ODPC), Kenya**.

To exercise these rights, please contact us (see Section 9).

7. Cookies and Website Use

Our website may use cookies and similar technologies to:

- Improve user experience.
- Monitor site usage and performance.
- Support analytics and reporting.

Users may manage cookie settings in their browsers.

8. Children's Privacy

We are committed to protecting the privacy of children. We do not knowingly collect personal data from children under 18 without parental/guardian consent, except as required for health programs conducted with the Ministry of Health.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on our website with a revised "Effective Date."

10. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

Goldstar Kenya

Email: info@goldstarkkenya.org

Phone: 0715 000 22

Address: Ngong Road, Green House Mall, 4th Floor, Suite 12

Commitment to Confidentiality: Goldstar Kenya values the trust placed in us by communities, beneficiaries, and partners. We are committed to upholding the highest standards of privacy and confidentiality in all our health and development programs.