

Privacy Policy

Last updated: September 2026

This Privacy Policy explains how REMO (Retuno E Maa Organization) collects, uses, and protects personal information when you visit our website or interact with our organisation.

By using our website or voluntarily providing personal information, you agree to this Privacy Policy.

1. Who We Are

REMO (Retuno E Maa Organization) is a registered non-profit organisation based in Tanzania, working on sustainable community development projects including water access, reforestation, digital education, girls' school participation, and women's economic empowerment.

Questions about this Privacy Policy can be directed to: office@retunoemaa.org

2. Information We Collect

We only collect personal information that is necessary for communication, accountability, and the operation of our activities. This may include:

- Contact information such as your name, email address, phone number, and country (for example, when you contact us or subscribe to updates)
- Donation-related information such as the donation amount, date, and reference or purpose of the donation
- Volunteer-related information that you voluntarily provide, such as skills, availability, or other relevant details
- Basic technical information such as IP address or browser type, collected automatically for website functionality and analytics

We do not intentionally collect unnecessary or excessive personal data.

3. How We Use Your Information

Personal information is used only for legitimate organisational purposes, including to:

- Respond to enquiries and communicate with supporters
- Acknowledge and record donations
- Coordinate volunteer activities
- Send newsletters or project updates (only if you have chosen to receive them)
- Improve our website and organisational operations
- Comply with applicable legal, financial, or reporting requirements

We do not sell, rent, or trade personal information.

4. Donations and Third-Party Services

Donations to REMO are processed via third-party services such as bank transfers handled by financial institutions. REMO does not directly store or process bank account or payment card details.

We may receive limited information related to donations (such as the amount, date, and donor reference) solely for accounting and transparency purposes. Third-party service providers operate under their own privacy and security policies.

5. Sharing of Information

We may share limited personal information with trusted third-party service providers (for example, email services or financial institutions) only where necessary for operational or legal purposes. Such providers are expected to handle personal information responsibly and securely.

6. Data Retention

Personal information is retained only for as long as necessary to fulfil the purposes outlined in this Policy. Financial and administrative records may be retained for longer periods where required by Tanzanian law or for accountability and auditing purposes.

7. Data Security

REMO takes reasonable organisational and technical measures to protect personal information from unauthorised access, misuse, or loss. Access to personal data is restricted to authorised individuals only.

While we take data protection seriously, no online or electronic system can be guaranteed to be completely secure.

8. International Users

If you are located outside Tanzania, your information may be processed or stored in Tanzania or by service providers located in other countries. By providing your personal information, you acknowledge and accept this.

9. Your Rights

You may request to:

- Access the personal information we hold about you
- Correct inaccurate or outdated information
- Request deletion of your personal data where appropriate
- Stop receiving communications from us at any time

Requests can be made by contacting office@retunoemaa.org.

10. Changes to This Policy

REMO may update this Privacy Policy from time to time to reflect changes in our operations or legal requirements. Any updates will be published on this page with a revised 'Last updated' date.

11. Contact Us

REMO (Retuno E Maa Organization)

Email: office@retunoemaa.org

Phone: +255 752 067 118

Address: P.O. Box 16, Mto wa Mbu, Tanzania