



Healthcare Extension Promotion and Training Organization

Email: [info@hepto.org](mailto:info@hepto.org) | USA Office: +1(612) 747-6446 | Kenya Office: 0759558629 / 0759404088

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## Refund and Cancellation Policy

### Introduction

HEPTO aims to provide clear and fair guidelines for refunds and cancellations of donations and event registrations.

### Donations

- **Refunds:** We generally do not offer refunds on donations unless there was an error in the transaction. If you believe an error occurred, please contact us at [info@hepto.org](mailto:info@hepto.org) within [number] days of the donation.
- **Cancellation:** You can cancel recurring donations at any time by contacting us at [info@hepto.org](mailto:info@hepto.org).

### Event Registrations

- **Refunds:** If you cannot attend an event you registered for, please contact us at [info@hepto.org](mailto:info@hepto.org) at least [number] days before the event to request a refund.
- **Cancellations:** We reserve the right to cancel events due to unforeseen circumstances. In such cases, we will provide a full refund to registered participants.

### Changes to This Policy

We may update this Refund and Cancellation Policy periodically. We will notify you of significant changes via email or a notice on our website.

### Contact Us

If you have any questions about this Refund and Cancellation Policy, please contact us at [info@hepto.org](mailto:info@hepto.org).



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## Donation Policy

### Introduction

HEPTO is committed to transparency and accountability in our fundraising efforts. This Donation Policy outlines how we handle donations and recognize our donors.

### Donation Processing

- **Security:** We use secure payment gateways to process online donations and protect your financial information.
- **Acknowledgment:** We will send you a confirmation email and receipt for your donation promptly.

### Donor Privacy

We respect your privacy and will not share your personal information with third parties without your consent, except as required by law.

### Donor Recognition

- **Acknowledgment:** We recognize our donors in our annual report and on our website unless you request anonymity.
- **Opt-Out:** You can opt out of donor recognition at any time by contacting us at [info@hepto.org](mailto:info@hepto.org).

### Changes to This Policy

We may update this Donation Policy periodically. We will notify you of significant changes via email or a notice on our website.

### Contact Us

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## Data Protection Policy

### Introduction

HEPTO is committed to safeguarding personal data and complying with applicable data protection laws. This Data Protection Policy outlines how we collect, use, and protect personal information.

### Data Collection

We collect personal data that you provide to us directly, such as when you subscribe to our newsletter or make a donation.

### Data Use

- Purpose: We use your personal data to communicate with you, process donations, and improve our services.
- Consent: We will obtain your consent before using your personal data for any purpose not covered by this policy.

### Data Security

We implement technical and organizational measures to protect personal data from unauthorized access, use, or disclosure.

### Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

### Your Rights

You have the right to access, correct, and delete your personal data. To exercise these rights, please contact us at [info@hepto.org](mailto:info@hepto.org).

### Changes to This Policy

We may update this Data Protection Policy periodically. We will notify you of significant changes via email or a notice on our website.

### Contact Us

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## Child Protection Policy

### Introduction

HEPTO is committed to protecting the rights and safety of children in all our interactions. This Child Protection Policy outlines our practices for safeguarding children.

### Scope

This policy applies to all staff, volunteers, and partners who work with or come into contact with children through HEPTO's programs and activities.

### Child Safety

- **Training:** We provide training to staff and volunteers on child protection and safeguarding practices.
- **Reporting:** We have procedures for reporting and responding to child protection concerns or incidents.

### Code of Conduct

All staff, volunteers, and partners must adhere to our code of conduct, which outlines appropriate behavior when interacting with children.

### Parental Consent

We obtain parental or guardian consent before collecting or using personal information about children.

### Changes to This Policy

We may update this Child Protection Policy periodically. We will notify you of significant changes via email or a notice on our website.

### Contact Us

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## Conflict of Interest Policy

### Introduction

HEPTO is committed to transparency and integrity in our operations. This Conflict of Interest Policy outlines how we manage conflicts of interest among staff, volunteers, and partners.

### Definition

A conflict of interest arises when personal interests could interfere with professional duties or the organization's best interests.

### Disclosure

All staff, volunteers, and partners must disclose any potential conflicts of interest to their supervisor or a designated officer.

### Management

We will take appropriate steps to manage conflicts of interest, including recusal from decision-making processes when necessary.

### Code of Conduct

Our code of conduct requires staff, volunteers, and partners to act in the organization's best interests and avoid situations that could lead to conflicts of interest.

### Changes to This Policy

We may update this Conflict of Interest Policy periodically. We will notify you of significant changes via email or a notice on our website.

### Contact Us

If you have any questions about this Conflict of Interest Policy, please contact us at [info@hepto.org](mailto:info@hepto.org).