

Privacy policy

1. BASIC INFORMATION

Designation of the data controller:

Western Balkans Fund (WBF)

Address:

Rruga "Skënderbeg", No. 8, Kati IV, Ap. 35/36, Tirana, Albania

E-mail address:

info@westernbalkansfund.org

Email of the person in charge of data protection:

support@wbfportal.org

2. DATA PROCESSING ADMINISTRATOR

The OGMS software WBFportal.org is owned by Western Balkans Fund (WBF)

Our website address is: WBFportal.org

3. COLLECTION OF PERSONAL DATA

Personal data is any detail or information that relates to an identified person that can be identified directly or indirectly (such as name and last name, address, phone number, e-mail address, etc.). Personal data processing takes place in compliance with the **EU General Data Protection Regulation (GDPR)** and data protection regulations applicable within the framework of this website.

This privacy policy relates to your data that we collect, the manner in which we use and publish the data as well as the options you have at your disposal to control such data.

We collect personal data for the purpose of presenting project proposals for the active Western Balkans Fund calls. We collect personal data in order to facilitate, maintain and improve the application process. Personal data are available only to persons who need access to such data in order to perform their duties. These persons are obliged to keep trade secrets confidential, including also the secrecy of personal data.

You have the right of access to personal data, rectification or erasure of inaccurate data as well as the right to restriction of data or the right to object to data processing for legal reasons and the right to data portability at any moment. In order to exercise such rights, update your personal data or obtain information about the processing of your personal data, we kindly ask you to contact us by e-mail.

WBF gathers the following data:

Basic data: Name and last name, e-mail address, business phone number.

Applicant data: We gather the name of the organisation you represent, the name of the contact person and details about organisation as well as data about project application you want to send to WBF.

4. USE OF PERSONAL DATA

We use your data as follows:

- We use your personal data in order to provide you support and improve user support (e.g. when you have questions about our activities).
- We can analyze your personal data in order to better understand our user data base. We can also invite you to participate in surveys by e-mail.
- We use your personal data in our possession in order to respond to all your inquiries regarding the Applicant portal or the topic that it is dedicated to.

5. SHARING OF PERSONAL DATA

We do not sell personal data of the Applicant Portal users in any case.

We share user information only in case of a legal obligation and we do so by applying the relevant protection measures: In those cases, where it is provided for by law or in cases when it is necessary for the purpose of preventing, detecting or prosecuting crimes and fraud, we will share your personal data with the competent authorities. If the authorities request this by presenting a court order or another legitimate request, we are obliged to disclose your data

6. SECURITY

No network service is fully secure. However, we invest maximum efforts to protect your data from unauthorized access, use, change or destruction and we are taking all the necessary measures for this purpose. We also use the relevant data protection systems and procedures for this purpose.

7. YOUR RIGHTS

You can submit a request at any moment in order to exercise your rights related to data that were gathered during the use of the WBF Applicant Portal.

The administrator will enable you to exercise your rights within 30 days or will inform you if there are justified reasons for an extension of this deadline. In order to exercise your rights, the administrator must confirm your identity as the holder of personal data. If we are unable to do so, we will have to reject your request in order to protect the data from unauthorized access and abuse.

If you would like to obtain more information about which categories of data are processed and for what purpose or if you would like to rectify your data, you can contact us by e-mail at support@wbfportal.org

The right to erasure of data (the right to be forgotten) – The request for erasure of data is submitted by e-

mail at support@wbportal.org. Once we receive the request for erasing data, we will confirm the receipt and initiate the data erasure procedure. Your data is kept during the shortest possible time, depending on the purpose for which it was collected.

Personal data that you entered during the registration and use of the website is deleted within 72 hours following the receipt of a request for erasing it. The data that was collected by means of an automated procedure during the access and use is kept for 3 years, but we cannot connect it with you and your personal data. The purpose of keeping such data is the protection of security and integrity of the website and statistical analysis. If the deadline for the erasure is extended due to technical or other justified reasons, we will inform you about this in writing.

8. PUBLICATION OF CHANGES

Any change in privacy policy will be published on our website.

By using the wbportal.org, an individual confirms that he/she accepts and fully agrees with the whole content of the privacy policy.

This privacy policy was published on November 01th, 2021.