

Privacy Statement

Dear User,

Siguroonline.md is a platform that, in addition to many interesting and useful resources, offers you the opportunity to communicate via chat, write us about the problems a child encounters online or report illegal content. While we talk to you confidentially and anonymously, there might be cases when we need to know more personal information about you in order to be more effective in what we do to help you. Here is why it's important for us that you know about when we collect personal information about you, why we do it, and what we use it for.

What is "personal data"?

"Personal data" is that information about someone that can be used to identify a person directly or indirectly. Your personal data that we will process is the data obtained directly from you, that you voluntarily submit to us, technical data collected from all users of the site and may include, but are not limited to, the first and last name, home address, email address, IP address etc.

What data is collected on the www.siguroonline.md portal?

We usually do not collect the personal data of people who access or chat with us. However, there may be cases when, in order to effectively intervene and help a child in a situation of online abuse, we need to know:

Name and surname – which are useful to us, especially when you tell us about a case of online abuse, in order to later inform the police or other experts who can intervene IMMEDIATELY,

Email address or phone number – so we can get back to you with a follow up regarding the chat we`ve had, a reply to the message you`ve sent us and/or keep in touch.

How is the personal data collected?

- Through the form you fill in when you notify us of a case of online abuse. The data we collect this way will later help us to keep in touch with you to find out

more details about the situation you reported to us and/or to be able to help the potentially abused child.

- Through [the form](#) you fill in when you report material that represents sexual abuse of a child. In this case filling in personal data is optional. Your data will help us request additional information, if needed.
- Through the chat form (where you enter your name, surname and an email address) – information that is especially useful when you write to us outside of working hours, to be able to later get back to you with the information and/or advice you requested.
- Opinions and views (may include sensitive data), such as: any opinions, judgements or estimate that you send us or any opinions and views that you publicly post about us on social networks (social media) or that you make known on other public channels.

Users' IP addresses can be collected and used by PA international Center "La Strada" for good administration of the site and for other internal statistics.

What is the purpose of collecting this data?

We collect personal data in order to be able to keep in touch with the users that write to us looking for information and/or advice, to offer help when we get a report regarding some illegal content on the Internet, but also to be able to continue to ensure the access of any child, who needs assistance and protection, to the appropriate good quality services.

Sharing your data

We did not, do not, and will not ever disclose your personal data to third parties without your consent. We provide services that are based on trust, and the safety of your personal data is essential in this process.

Only in exceptional cases, when a child needs help NOW, we will need to use the gathered information to inform the police or other authority, authorized to intervene IMMEDIATELY.

How and for how long do we keep your data?

We keep your personal data only as long as we need it or as long as the current legislation allows us. The personal data, gathered with your consent, will be processed by the International Center "La Strada" during the period of the existence of the

consent, if it is not required to also keep it after the withdrawal of the consent, based on another legal basis, provided by the data protection legislation. If there is no legal requirement, we will only store the information for as long as is necessary to process the data for the purposes mentioned above.

We strive to use reasonable organizational, technical and administrative measures to protect your personal data within the organization. We have adopted dedicated policies on physical and digital security measures to protect our systems from unauthorized access and other possible security threats.

*www.siguronline.md is a platform managed by PA international Center "La Strada", an organization registered in the Register of Personal Data Operators www.registru.datepersonale.md. The processing of all collected data is carried out only under the conditions provided by the Law No. 133 of 08.07.2011 on Personal Data Protection.