

-PLRCAP HUB POLICY-

-INTERNAL-

# PLRCAP HUB Privacy Policy

South Sudan | January 2026

## 1. Introduction

The Promoting Local Response Capacities and Partnerships (PLRCAP) Hub (“the Platform”) is an online resource and networking platform designed to support collaboration, learning, and partnerships among National NGOs (NNGOs), Community-Based Organizations (CBOs), International NGOs (INGOs), experts, and development partners operating in South Sudan.

This Privacy Policy explains how we collect, use, store, and protect personal and organizational information submitted through the Platform.

## 2. Data Controller

The PLRCAP Hub is administered by the South Sudan NGO Forum Secretariat. The Secretariat acts as the data controller responsible for managing and safeguarding information collected through the Platform.

## 3. Information We Collect

We collect personal and organizational information depending on the user category.

### a) NNGOs and CBOs

- Organization name and type
- Registration certificate
- Registration year
- Operational locations
- Contact person details

- Areas of expertise
- Organizational profile documents
- Logo
- Platform activity and updates

#### **b) INGOs**

- Organization name
- Thematic focus
- Website link
- Project locations
- Logo
- Contact email address

#### **c) Experts**

- Full name
- Contact details
- CV and supporting documents
- Areas of expertise
- Biography
- Languages
- Availability

#### **d) Guests**

- Full name
- Email address
- Country
- Purpose of access

#### **e) System-Generated Data**

- Login activity
- Course participation and learning progress
- Booking records
- Mentorship engagement
- Platform analytics

## **4. Legal Basis for Processing**

We process data based on:

- User consent provided during registration;

- The legitimate interest of facilitating networking, learning, and partnerships within the humanitarian and development community in South Sudan;
- Operational and reporting requirements linked to donor-supported activities.

Users may withdraw consent at any time by contacting the Platform administrator.

## 5. Why We Collect Data

Information is used to:

- Verify organizational registrations;
- Display organization and expert profiles;
- Enable networking and collaboration;
- Provide access to the resource library and learning systems;
- Track course participation and mentorship progress;
- Improve platform functionality and user experience;
- Support reporting requirements to partners and donors (in aggregated form unless otherwise required).

We do not sell, rent, or trade user data.

## 6. Data Sharing

Information may be shared in limited circumstances:

- With registered users for networking purposes (based on visibility settings);
- With technical service providers supporting hosting, analytics, or learning systems;
- In aggregated, non-identifiable form for reporting to donors and partners;
- When required by law or regulatory authority.

We do not share personal data with government entities unless legally required.

## 7. International Data Transfers

Platform data may be stored on secure cloud servers located outside South Sudan. Where data is transferred internationally, appropriate safeguards are applied to protect user information.

## 8. Profile Visibility and User Control

- Basic organizational listings may be visible publicly.
- Detailed profiles are visible only to registered members.
- Users can update or modify their profile visibility settings at any time.
- Sensitive documents (e.g., registration certificates) are not publicly accessible.

## 9. Data Security

We implement administrative and technical safeguards, including:

- Role-based access controls;
- Secure password protection;
- Encrypted data transmission where applicable;
- Restricted administrative access;
- Periodic review of system security measures.

While reasonable steps are taken to protect data, no digital platform can guarantee absolute security

## 10. Data Retention

Data is retained:

- For as long as accounts remain active;
- As required for donor reporting and operational purposes;
- For a limited period after account deactivation to meet compliance or audit requirements.

Users may request account deactivation or deletion at any time.

## 11. User Rights

Users have the right to:

- Access their information;
- Update or correct inaccuracies;
- Request deletion of their data;
- Withdraw consent;
- Request clarification on how their data is used.

Requests are subject to administrative review and legal obligations.

## 12. Cookies and Analytics

The Platform may use cookies and analytics tools to improve user experience and system performance. These tools collect non-sensitive technical data. Users may adjust browser settings to limit cookie use.

## 13. Policy Updates

This Privacy Policy may be updated periodically as the Platform evolves. Significant updates will be communicated through the Platform.

## 14. Localisation Mapping and Sensitive Operational Data

The Platform may host localisation mapping data, including information on organizational presence, operational locations, thematic focus, and partnership activities.

To mitigate contextual risks:

- Only non-sensitive summary information will be publicly visible.
- Detailed operational data will be accessible only to registered and verified members.
- Sensitive documents (e.g., registration certificates) will not be publicly accessible.
- Aggregated data may be used for reporting and advocacy purposes.
- Individual organization data will not be shared externally without consent, unless legally required.

Organizations are responsible for ensuring that information submitted to the Platform does not expose staff, partners, or communities to harm.

## 15. Contact

For questions or concerns regarding this Privacy Policy:

Email: [support@southsudanngoforum.org](mailto:support@southsudanngoforum.org)  
South Sudan NGO Forum Secretariat

### SOP revision history

Version	Date	Policy revisions
v1.0	01 January 2026	First version