PRIVACY POLICY

The categories of Personal Information we collect

Platform information: When you visit the PLATO Platform, we may collect information from you. Some of it may be personal information. This information can include search history, IP address, screen resolution, browser used, operating system and settings, access times and referring URL. If you are using a mobile device, we may also collect data that identifies your device, your settings and your location.

Booking information: If you apply for a project on this platform (PLATO), we may need additional information from you. This information can include your name, name, age, birthday, gender, passport number, email address, telephone number and itinerary.

When you give us personal information, you are telling us that the information is true, accurate, complete and current. You are also telling us that you have the authorization to provide it to us.

How we collect your Personal Information

Personal information you give to us: We collect your personal information directly from you. For example, when you provide us your personal information when you register for a volunteer project.

Personal information we collect passively: We also collect your personal information passively. For example, we collect information about you over time and across different Web sites when you visit this Platform. We also use tracking tools like cookies and beacons.

Platform feature make use of your device attributes and settings that will allow us to determine your physical location. We use this information to enhance and personalize your experience. For example, we use your IP address to exclude unavailable projects according to your suggested nationality.

For what purposes does PLATO use your Personal Information

Your personal information may be used in the following ways:

Improving our services: To provide you and improve our Platform and services, to better understand the users of our Platforms and services.

Participation in projects: PLATO is a database tool for sending and receiving volunteer organisations who use your personal information to process your bookings and store your itinerary and visa needed information where applicable.

Information activities: We use your information for information purposes. These activities may include communication to you:

To send booking confirmations

To solicit volunteer feedback

To update you regarding project changes

To communicate with you if you have contacted PLATO support

To send you information servicing and administrative emails

Legal purposes: In certain cases, we may need to use your information to handle and resolve legal disputes, for regulatory investigations and compliance or to enforce the terms of use of the service.

How we share your Personal Information

Payment service providers and project vendors: If you apply to be a volunteer through PLATO, we share your personal information with both your sending organization and receiving organization, to make sure you have right and valid information when preparing your volunteer work. These third parties will process your personal information as data controllers in accordance with their own privacy policies. If you contact our support, we may need to share information about your request with the relevant volunteer organisations, to assist you.

Travel information shared by you: If you insert travel information or upload itineraries as part of your volunteer project preparation, both your sending organisation and receiving organization will get access to this information.

Information shared in public: If you provide us with volunteer feedback of your project experience, you authorize us to publish it on PLATO under your full name and nationality. You also authorize us to aggregate it with other feedback.

Authorities: We may disclose personal information if required by law, for example to law enforcement or other authorities. This includes court orders, subpoenas and orders arising from legal processes, and administrative or criminal investigations. We may also disclose your personal information if the disclosure is necessary for the prevention, detection or prosecution of criminal acts or to prevent other damage, or in response to a legal action or to enforce our rights and claims.

We may also share anonymous aggregated usage information with others, but only for statistics.

How we store and protect your Personal Information

Our servers and data centers are located in France, Germany and Denmark, and our service providers are located in Denmark and Bulgaria. By providing us personal information, you agree that your personal information may be transferred to and stored in these countries. These countries may have different and/or less stringent privacy/data protection and data security rules than those of your own country. As a result, your personal information may be subject to access requests from governments, courts, or law enforcement in those countries according to laws in those countries. Subject to the applicable laws in such other countries, we will provide the necessary safeguards to maintain protections of your personal information, e.g. by obtaining from the data recipients contractual commitments based on the EU model clauses.

PLATO has a security program intended to keep the personal information stored in our systems protected from unauthorized access and misuse. Our systems are configured with data encryption, or scrambling technologies and firewalls constructed to industry standards. We also use Secure Socket Layer (SSL) technology that protects the data you send over the Internet. Personal information may only be accessed by persons within our organization, or our third parties to carry out the uses indicated in this Privacy Policy.

Retention periods

We will retain your personal information for a maximum of 24 month, where after all information will be deleted. We will retain your personal information as necessary to comply with our legal obligations and resolve disputes. Public feedback given in rating system will be stored for 5 years.

Changes to the Privacy Policy

We may modify this Privacy Policy at any time and without prior notice. We will notify you of material changes to how we use your personal information prior to implementing them. We may notify you about such a material change by email or prominent notice on our website. By using our services and Platform after we post these changes, you indicate you accept them.

Your rights with respect to personal information

Access: You are entitled at any time to obtain information about your personal information that we store, in accordance with applicable law and without any fee.

Rectification: You may request that we rectify any of your personal information that is incomplete or incorrect

Deletion: You may request that we delete your information at any time.

Restrictions of processing: You may ask us to cease processing of your personal information for example if you have objected to the processing and the existence of legitimate ground is still under consideration

Right to withdraw consent: You have the right to withdraw your consent at any time, without affecting the lawfulness of our processing based on such consent before it was withdrawn.

How to contact us or how to lodge a complaint

MS Denmark controls the processing of personal information on PLATO. To exercise your rights, or if you have questions about our privacy practices or need assistance with exercising or understanding your privacy choices, please contact our Data Protection Officer at plato@ms.dk. In case of a data breach please contact databreach@ms.dk immediately for us to take action.

Cookies and other tracking tools

PLATO uses tracking tools such as cookies

We use several common tracking tools. We use these tools to collect usage and demographic information about you over time and across different Web sites when you use our Platform. Tools we use may include browser cookies. Your browser will store these cookies on your computer in a small file.

We may also use web beacons (single pixel GIF images). These web beacons are placed in the code of a Web page or an email newsletter. When you access a partner site within our mobile applications, we may track your activity on that site.

By using the Platform, you give us your free, unambiguous and informed consent to the use of any of the cookies and tracking tools mentioned in this policy.

PLATO uses tracking tools for following purposes

To track new visitors to the Platform.

To help us recognize your browser as a previous visitor. This includes saving and remembering any preferences that may have been set while your browser was visiting the Platforms, such as language.

To help improve our website and for capacity planning purposes we may set analytics cookies. These allow us to gather aggregated or segmented information about the types of visitors that access PLATO. In order to better understand your use of our Platform, we, or our third party volunteer organisations may collect information on such use, including pages visited, links clicked. We do not use this information to personally identify you.

How to control tracking tools & opt-out of online behavioral advertising

Your browser may give you the ability to control cookies. How to do this varies from browser to browser. You should view the Help menu on the browser you use for further information. Your opt out choice is stored in opt out cookies only in that browser, so you should separately set your preferences for other browsers, computers, or devices you may use. If your browser blocks cookies, your opt out preferences may not be effective. Deleting browser cookies can remove your opt out preferences, so you should visit this page periodically to review your preferences. If you block or delete cookies or opt out of online behavioral advertising, not all of the tracking that we have described in this policy will stop.

We may also use Google Analytics to collect demographic and interest data about you (such as age and gender), including through Google Analytics Demographics and Interest Reporting. We may use the information collected about you through Google Analytics for Google services such as Remarketing with Google Analytics and Google Display Network Impression Reporting. You can find out more about Google Analytics and how to opt-out by going to Google Support page. Choices you make are browser and device specific. Some aspects of our site use cookies to function. You may not be able to use these features if you set your device to block cookies.

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