



NRNA SMART NRNA GDPR Compliance Documentation

1. WHO WE ARE?

About the Non-Resident Nepali Association (NRNA)

Non-Resident Nepali Association (NRNA) was established with the purpose of uniting and binding the Nepali Diaspora under one umbrella on 11 October, 2003. In the course of completing 18 years of its existence NRNA has developed into a non-governmental global organization and a network of Nepali origin by establishing the National Coordination Council (NCC) in 86 countries to represent its interests, concerns and commitments. Wherever we Nepalis may go or settle, whichever nationality we may possess, we never forget our land of origin, the land which holds our identity and soul. We rejoice in the achievement of our beloved country and her people and are disheartened by their sufferings and failures. Our belief: "Once a Nepali you always remain a Nepali", is reinforced by our commitment to streamline our energy and resources for the transformation of the Nepali society. It is the duty and responsibility of every nation to promote, represent and safeguard the welfare of its nationals or people of its origin having foreign nationality and this will ultimately be in the interest of the nation. The national interest that can be fulfilled by the Diasporas has not been hidden from the international arenas. The network of Nepali Diaspora represented by NRNA has developed itself into a formidable force that can represent Nepali interest globally. Keeping all these in mind, the Government of Nepal has given legal status to Nepali Diaspora by promulgating Non-Resident Nepali Act 2064. For practical purposes Nepali citizens living outside South Asian Association for Regional Cooperation (SAARC) member countries or People of Nepali Origin (PNO) holding foreign nationality other than SAARC nations are considered as NRNs. For more read in our official site www.nrna.org

2. WHAT IS THE MAIN PURPOSE OF SMART NRNA APP?

The main purpose of this app is to make registered members of non-resident Nepali Association.

3. WHEN DO WE COLLECT MEMBER PERSONAL INFORMATION AND WHY?

NRNA collects personal data when someone applies for a NRNA membership. After asking for consent while signing up for the membership, we collect the information that member shares with us. When a member is asked to provide the necessary personal data, the member has the option to decline this. However, if the individual chooses not to provide us the data that is necessary, membership application is invalid.



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4. WHAT KIND OF PERSONAL INFORMATION WE COLLECT?

We collect minimum data necessary for the NRNA membership. Examples: Name, Phone, Email, Phone, Address, Age, IDs to confirm that the individual is eligible for membership as per the NRNA constitution.

5. HOW WE PROTECT YOUR PERSONAL DATA?

Our most important task is to take good care of all personal data we collect. We protect personal data with:

- a. Encryption technology at the database level to protect the sensitive information like (Email, phone, address and password).
- b. Our system is a cloud base with Azure security dedicated to securing cloud computing systems. This includes keeping data private and safe across online-based infrastructure, applications, and platforms.
- c. Security credentials (e.g. username and password) from each member who wants to Access their information on our website or our App.
- d. Secure Socket Layer (SSL) encryption technology to protect your sensitive information.

6. WHO DO US SHARE PERSONAL DATA WITH?

1. To our responsible technical staff, to perform their official required duties, to provide support for members queries.

After having a standard agreement (contract) on data protection with authorized NCC, the NCC committee members can see an overview of their members. We will never sell member's personal data to a third party.

7. WHO IS OUR DATA PROTECTION OFFICER (DPO)?

We have appointed a data protection officer who is responsible for the implementing, monitoring and ongoing compliance with GDPR.

Our DPO's contact details is:

Name: Rajendra Kumar Raut

Address: Baluwatar, Subarna Shumsher Marga, Ward No. 4

Phone: Office Tel: +977-1-4526005; 4511530, Mobile Tel: +977-9801861100

Email: ceo@nrna.org



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The person is also responsible for the implementing, monitoring and ongoing compliance with GDPR.

8. WHAT ARE MEMBERS RIGHTS?

Registered member has following rights:

- a. To get access to their own personal data.
- b. To delete their own personal data. After verification, members can delete their data.
- c. To change member personal information, if it is inaccurate or incomplete.

In most cases, a user guide will help members to edit themselves.

The member can write an email to **membership@nrna.org** for their enquiry. NRNA technical support person will solve member issues with appropriate approvals and documentations as required.

9. WHEN YOUR PERSON DATA IS DELETED (DATA EXPIRATION)?

Member data is kept until the member is valid. The IDs will be completely deleted after the new executive committee is elected.

If members withdraw membership the data will be removed. An IT procedure to be documented for this. We continuously review our need for data storage so that we do not store more than necessary information.

10. HOW DO WE HANDLE DATA BREACHES?

We do the following steps to successfully stop information from being stolen, mitigate further damage, and restore operations as quickly as possible. We do have a response plan to avoid significant brand damage. To prevent data leaks, use configuration management to ensure cloud services are not exposing data to the Internet.

How do we detect it?

We keep a log of the activities and keep eyes on authorized access on a periodic basis.

How will we monitor it?

We review log files from time to time. The record of process activities is documented.

How is this resolved?

We review periodically and document any issues and take necessary actions to resolve and to prevent such issues in the future.



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11. Privacy Operation Team

We have assigned two responsible people who will handle all members' questions. Operation team will guide the members' inquiries and try to solve the problems raised by members.

Operation Team Names are:

Name: Mahesh Shrestha, Senior IT officer, NRNA

Phone: 014411530, 9779801861104

Email: mahesh@nrna.org

Name: Rupak Lamichhane, IT officer, NRNA

Phone: 014411530, 9779801861105

Email: rupak@nrna.org

The record of members' support is documented (Technical log) for audit when required.

12. Privacy Notice

Our privacy notices are inside a website/App where users can easily access and read.

13. List Data Center information(Resources)

1. Data center location: East USA Function: Hosting Microsoft Azure
2. Sub data processor information

Function:

SMS gateway: Twilio

Email Server: Office 365

Payment Gateway: PayPal

Domain Registration: Godaddy