

TERMS & CONDITIONS

1. Hope Uganda – Description of Service

Hope Uganda is a Swedish registered non-profit fund raising foundation (organizational number: 802478-9128) with the aim to raise funds in order to promote development and improve the living conditions of poor people in East Africa. Hope Uganda is working closely with our partner organization in Uganda, Hope Uganda Projects. All funds raised, excluding the admin cost for the Swedish foundation, is directly transferred to the local organization. Through our website www.hopeuganda.com you can choose to become a **Child sponsor** or a **School sponsor**.

2. Child Sponsor – Supporting a specific child

When you sign up for a sponsorship of a child through Hope Uganda you are registered as a **Child Sponsor**. Hope Uganda will store information about you and your sponsored child. The information will be kept in a secure place and not shared with any third parties.

Hope Uganda is through our Ugandan partner organization, Hope Uganda Projects, responsible to provide education for the sponsored child. Hope Uganda Projects responsibilities include all necessities to study, grow and being a child. See our web page for full information on what's included in a sponsorship. As a child sponsor you have the right to be informed about the progress of your sponsored child. Hope Uganda will after each term send you the report card for your sponsored child. In addition, pictures as well as letters and general information about the work performed by Hope Uganda Projects will be included or sent separately if available. For more information you are referred to our website (www.hopeuganda.com) or to our social media channels.

As a child sponsor you **are not** allowed to give out any contact information (first name is accepted but no other names) about yourself to your sponsored child, a relative to the child or to someone working at the school except to the management of Hope Uganda or Hope Uganda Projects. It is not accepted for a child sponsor to get in contact with the sponsored child without Hope Uganda or Hope Uganda Projects engagement.

You are solely liable for the decision to sponsor a child, you are aware that the child may face obstacles to complete his/her studies (illness, governmental action, severe weather conditions, sabotage, strike, war, accident or withdrawn from school by parents or relatives, hereafter called risks). You are aware that sponsorship of a child is connected with a risk (mentioned above), and you as a child sponsor never may recover funds paid to the organization as child support. If a child is not present at school due to withhold by parents or relatives Hope Uganda and Hope Uganda projects will make our best effort to bring the child back to school but by Ugandan law we can't force them. If your child is withhold from school you will be informed and given the opportunity to sponsor another child at the school.

Hope Uganda will charge an admin fee to cover the cost charged by the bank and online payment service provider as well as administrative costs connected to the work. The fee may change over time according to the agreement with the payment service provider, the bank and other administrative service providers.

If you find your financial capacity changing and no longer have the possibility to continue the sponsoring you can cancel the payment by logging in to your personal page on our webpage. You are also responsible to inform the management of Hope Uganda immediately by sending an e-mail to info@hopeuganda.com.

3. School Sponsor – A general support to the school

If you don't feel like sponsoring a specific child and instead want to give a general donation, either as a lump sum or as recurring donation to our work you are registered as a **School Sponsor**.

3.1. One time School Sponsor

The donated amount is free and decided by yourself. See below for available payment methods. No refund of a onetime donation is possible.

3.2. Recurring School Sponsor

A recurring school sponsor is a sponsor that donates a fixed amount every month or quarter. If you donate monthly through our e-payment solution a withdrawal will be made on the same date every month, the billing date, starting from the month the sponsorship was signed. Your payment will be processed by ePay/Payment Solutions and all communication is encrypted. ePay/Payment Solutions is PCI certified by Visa/MasterCard. You can also pay your monthly donation to our Swedish bank account (please make sure you pay all the associated costs). See below for bank details.

If you find your financial capacity changing and no longer have the possibility to continue the sponsoring you can cancel the payment by logging in to your personal page on our webpage. You are also responsible to inform the management of Hope Uganda immediately by sending an e-mail to info@hopeuganda.com.

The amount donated via school sponsoring will not be attributed to a specific child within the local organization, Hope Uganda Projects, but rather distributed to cover general running costs associated with the work performed by Hope Uganda Projects or used for investments in premises, equipment or other necessary school material. However you as a school sponsor can specify the purpose you want the donation to be used for (e.g. water tank, clothes etc.). If you want to give a specified general donation please contact us for an update on the most need area for the time being. Hope Uganda will make our best to secure that the funds is used for your intended purpose.

You are solely liable for the decision to become a school sponsor, you are aware that the local organization may face obstacles to complete their work (illness, governmental action, severe weather conditions, sabotage, strike, war or accident, hereafter called risks). You are aware that giving a donation is connected with a risk (mentioned above), and you as a school sponsor never may recover funds donated to Hope Uganda.

4. Children

Our local partner organization, Hope Uganda Projects, is responsible for selecting the children available for sponsoring through our webpage. When a child receives sponsorship the local organization is also responsible for including the child in the school program. The local organization consider different life situations like children being homeless, orphan or needy. The decision to include a child in Hope Uganda Projects work is based on an analysis of the child's life situation and the kind of support needed and available at the moment.

5. Payment Terms

5.1 Supported payment methods are:

Credit or Debit Card (Visa, MasterCard, Maestro, Visa Electron)

- Users are redirected to a payment window hosted with ePay Payments Services where debit or credit card data is entered. Upon confirmation of payment the transaction will be processed directly by ePay/Payment Solutions and all communication is encrypted. ePay/Payment Solutions is PCI certified by Visa/MasterCard. When a sponsor decides to pay sponsorship on a recurring basis the credit card information is then securely validated and stored at ePay Payment Service.

Note: No credit card information is stored with Hope Uganda but instead all information is safely stored with ePay Payment Service

Bank transfer

- From Sweden
 - Bankgiro: 692-1126
 - Account in SEB: 5226 10 432 43
- Outside Sweden
 - IBAN: SE87 5000 0000 0522 6104 6243

- BIC: ESSESESS

Swish, mobile payment (only available for Sweden)

- 123 018 40 10 (Insamlingsstiftelsen hope uganda)

When you pay by bank transfer, please make sure **you pay all the associated cost**. If paying monthly by bank transfer you have to make sure that the amount is paid at the latest the last day of the month.

5.2. Accepted currencies

Currently USD, EUR, SEK and AUD are accepted. The base currency for a child sponsorship is USD and when becoming a child sponsor the corresponding amount in EUR, SEK and AUD is calculated based on the current exchange rate decided by the board of Hope Uganda. The monthly sponsoring fee in other currencies than USD may change due to future changes in exchange rates and Hope Uganda have to inform you as a sponsor if the amount is about to be changed.

5.3 Payment frequency and withdrawals

You can decide to pay the sponsorship fee on a yearly, quarterly or monthly base.

- If you sponsor your child monthly through our e-payment solution a withdrawal will be made on the same date every month, the billing date, starting from the month the sponsorship was signed. Currently the billing date is set to the last of each month. If you prefer another date in the month for your transaction please send us a mail.
- If you sponsor your child by quarter through our e-payment solution a withdrawal will be made on the same date every fourth month, the billing date, starting from the month the sponsorship was signed. Currently the billing date is set to the last of the month and by that you will pay at the end of the sign up month and then at the end of every fourth month. If you prefer another date in the month for your transaction please send us a mail.
- If you sponsor your child annually through our e-payment solution a withdrawal will be made on the date you sign up for the sponsorship and proceed with the payment. For next year the billing date will be adjusted to be equal to the last day of the original sign up month.

6. Transaction Management

The money you donate as a sponsor will be transferred to the local organization's account on a monthly base. In addition a verification of your payment and the name of the sponsored child will be sent to the local organization. If you have donated a lump sum or a monthly amount to support the school the money will be transferred to our local organization once a month and marked as general donation. Hope Uganda can transfer funds within a month if the local organization is in great need of cash to run the school.

Hope Uganda works in close relation with banks in Sweden and with the organization Hope Uganda Projects in Uganda in order to ensure that all transactions are handled correctly.

See our financial handbook for further information.

7. Hope Uganda's liability

Hope Uganda does not grant any warranties, express or implied or otherwise, as to the accessibility, quality, suitability or accuracy of the website. There are situations when the Services will not be accessible, including but not limited to necessary maintenance and circumstances outside the control of Hope Uganda such as net access failure, for which Hope Uganda shall never be liable.

8. Change of Terms & Conditions

Hope Uganda has the right to make changes to these Terms & Conditions. If the change is of major importance for our sponsors, such information shall be given by clear notice on the website or by email to the email address provided by the sponsor.

9. Personal Data Act

Becoming a sponsor is related to storing of personal data and Hope Uganda and Hope Uganda Projects is responsible for managing this data within our child and sponsor database. Hope Uganda will use this data to identify and communicate with you. The information will be kept in a secure place and not shared with any third parties.

According to the Swedish Personal Data Act (1998:204) the user has the right to demand information about the data stored and managed by Hope Uganda and Hope Uganda Projects. If the user desires to access such information a signed, written request should be sent to Hope Uganda. The request may not be sent using email but should be sent by ordinary mail. If the storage and management of the user information is not in correspondence with the Personal Data Act the user has the right to demand the information to be corrected, blocked or deleted from Hope Uganda's and Hope Uganda Projects database.

10. Governing law and disputes

This Agreement, the Terms and any non-contractual obligations arising out of or in connection with it shall be governed by and construed and interpreted in accordance with Swedish laws without regard to its conflict of law rules.

11. Questions

For any questions regarding the website or Hope Uganda's operations please contact us on info@hopeuganda.com.

