

TERMS AND CONDITIONS (ONLINE GIVING)

These Terms and Conditions govern your online giving to Create Foundation “Create Foundation PH” or “Create Foundation Incorporated.” When making a donation through our website or online payment platforms, you acknowledge that you have read, understood, and agreed to be bound by these Terms and Conditions.

1. Purpose of Online Giving

Create Foundation is a non-stock, non-profit organization registered with the Securities and Exchange Commission of the Philippines. Online giving allows individuals and organizations to support the Foundation’s programs for digital inclusion.

2. Donation Channels

Create Foundation accepts online donations through secure electronic modes of payment. Donations can be directly sent to our bank accounts or through our third party payment gateway.

3. Privacy Policy

Create Foundation values the privacy and security of our donors. The collection of personal information, such as names, email address, mobile number, and payment details, is solely for the following purposes:

- Processing of donations;
- Issuing of acknowledgements and invoices;
- Maintaining of accurate financial and accounting records; and,
- Preventing of fraudulent transactions; and,
- Monitoring of funds development for projects.

Donor information shall not be shared with third parties without consent, except when required by law or for regulatory, audit, or compliance purposes.

4. Security Policy

Online donations are processed using industry-standard security protocols, including Secure Sockets Layer (SSL) encryption and other authentication measures.

5. Donation Processing and Recording

- All donations, regardless of the amount, are officially recorded in the Foundation's books of accounts in accordance with Philippine tax and accounting regulations.
- Donations may be recorded individually or consolidated (lump-sum) for accounting purposes, depending on the payment method and reporting requirements.
- Receipts of Donations are issued for every donation, regardless of the amount.
- All donation processing fees are paid for by Create Foundation. The donor will receive an acknowledgement receipt for the full amount donated.

6. Confirmation of Donation

Upon successful completion of an online donation, donors will receive an electronic confirmation via email. This confirmation serves as acknowledgment that the donation has been received and recorded.

7. Refund and Cancellation Policy

Online donations to Create Foundation are generally considered final and non-refundable, as they are immediately allocated to project implementation and operational support. All the funds received by Create Foundation are immediately labeled as donations. But should the donation had been made unintentionally because of a system error on the part of the source of the funds, the owner of the

donation can contest the transaction with their electronic payment provider (i.e. bank, digital wallet) and inform us of the contestation within five (5) working days from receipt of the donation confirmation email. Approved refunds shall be processed only once the proof of unauthorized transaction from the electronic payment provider is submitted within thirty (30) days from the time we were informed about the glitch. The whole amount will be returned but less the processing fees of the incoming and outgoing transactions to and from Create Foundation's account within fifteen (15) working days.

8. Limitation of Liability

Create Foundation shall not be held liable for any direct, indirect, incidental, or consequential damages arising from:

- Use or inability to use the online systems when donating
- Delays or interruptions caused by third-party service providers
- Errors beyond the Foundation's reasonable control

9. Amendments

Create Foundation reserves the right to amend, modify, or update these Terms and Conditions at any time. Any changes shall take effect immediately upon posting on the Foundation's website.

10. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of the Philippines. Any disputes arising from the use of the online giving system shall be brought before the proper courts of the Philippines.

11. Contact Information

For inquiries, concerns, or requests related to online giving, please contact:

Create Foundation Incorporated

Email: info@createfoundation.ph

Website: <https://www.createfoundation.ph/>