



# Privacy Statement for Holders of External (EXT) or Guest Accounts

## March 2024

The Global Fund is committed to respecting the dignity and privacy of people, while balancing such rights with the Global Fund values of transparency and accountability and the ability of the Global Fund to carry out its mission.

### **1. When does this privacy statement apply?**

This privacy statement explains how we collect and use information about you when you receive and use a Global Fund External Account or access Global Fund platforms with a Guest Account. It also explains the choices and rights available to you.

This privacy statement is applicable whenever you use your External (EXT) or Guest account to register and participate in Global Fund governance meetings or to access certain systems or platforms such as the Governance Hub, OSKAR, Wambo, the Partner Portal on GOS (including GED), SharePoint, Teams, and other Office 365 tools.

### **2. What information will we collect and how will we use it?**

The Global Fund will process personal information you provide on the basis of your consent, and its legitimate interests in providing the technical and administrative facilities for the effective use of platforms that you access through a Global Fund EXT or Guest Account.

The information collected about you by the Global Fund will be limited to the following:

- biographical and professional information including your title, name, nationality, constituency and role, organization and position, as well as contact details, including your phone number and e-mail address;
- information related to your connections (i.e. other people from your same organization) and those you contact frequently;
- information you supply in response to polls, surveys, votes, or to provide your availability for meetings;
- technical information regarding your connection details;
- when using communication features, the data provided by you will be processed in order to display them on the relevant platform and to make them accessible to others using the same platform.

Information shared by you may be available to meeting participants and users of covered platforms. The Global Fund will not otherwise share any personal information about you collected through your use of an EXT or Guest Account.

To understand how the Global Fund collects and uses information stemming from virtual meetings please see the [Privacy Statement for External Participants in Global Fund Meetings](#).

Global Fund EXT Accounts are created by the Global Fund for individuals outside the Global Fund to access applications such as Salesforce, Wambo, and Office 365 services, such as SharePoint and Teams. Guest Accounts are external accounts that are created based on your own email address and provide access to Global Fund Office 365 services, such as SharePoint and Teams. Please read the privacy statement from Microsoft for further information on the data that they collect from you and how they use this data.

Microsoft Office 365 services: <https://privacy.microsoft.com/en-us/privacystatement>

Certain platforms may also use other embedded software tools. The privacy statements for those tools can be found at the following links:

Salesforce: <https://www.salesforce.com/eu/company/privacy/>

Togo: <https://www.togo.syntphony.com/privacy-policy/>

Coupa: <https://www.coupa.com/privacy-policy>

### **3. How long will we keep your information?**

In general, we will retain your information for up to 5 years. Information necessary for archival and record keeping purposes related to the Global Fund's decision-making may be retained for a longer period.

### **4. How do we protect your information?**

The Global Fund encourages a culture of open communication, but we also want to ensure our information - including personal data - is safe. In the course of its operations, the Global Fund obtains, stores and processes large amounts of information, sometimes including data of a personal nature. The Global Fund is committed to respecting the dignity and privacy of individuals, while balancing such rights with the Global Fund values of transparency and accountability and the ability of the Global Fund to carry out its mission. The basic concept of personal data protection is to protect certain rights of individuals to control what information about them is available to third parties and how such data is then used or shared. In order to help us achieve this aim, the Global Fund has policies in place for data governance, privacy information security, including procedural and technical control measures, aligning with ISO 27001 information security best practices.

For further information on how the Global Fund collects and uses personal data, please read the Global Fund's Privacy Statement on our website. (<https://www.theglobalfund.org/en/legal/privacy-statement/>).

You may choose not to provide your personal information. In which case, it may not be possible to facilitate your access to certain systems or platforms.

### **5. Whom should you contact if you have questions?**

You may request at any time that your personal information be corrected or deleted. We invite you to contact [personaldataprotection@theglobalfund.org](mailto:personaldataprotection@theglobalfund.org) if you have questions about your personal information.

We will endeavor to respond to your request as soon as reasonably practicable. For your protection, we must verify your identity before implementing your request. If we are unable to verify your identity, we may not be able to implement the request for security reasons. In some cases, we may need to retain certain information where important public interests require, such as the safety and security of individuals; the rights and freedoms of others; the integrity of audit, investigation, arbitral or judicial processes; and/or recordkeeping or legal purposes.

## **6. Privileges and immunities**

Nothing in or related to this privacy statement may be construed as a waiver, express or implied, of the privileges and immunities accorded to the Global Fund under international law, including international customary law, any international conventions, treaties or agreements, or any national laws.