



OUR POLICY | WASH

Privacy and Data Protection Policy

The WASH platform will prioritize the security and confidentiality of user data. All data, including reports submitted anonymously, will be encrypted and stored in a secure manner to prevent unauthorized access. The platform will ensure that users who opt for anonymous reporting are fully protected, maintaining strict confidentiality. Additionally, WASH will clearly outline how collected data will be used, ensuring that it serves only analytical and safety improvement purposes without compromising individual privacy. The platform will strictly comply with global and local data protection laws, such as the General Data Protection Regulation (GDPR) and India's Data Protection Bill, to establish trust and accountability.

Anti-Discrimination and Inclusivity Policy

WASH is committed to creating an inclusive environment where everyone, regardless of gender, race, religion, sexual orientation, or disability, has equal access to its resources and services. The platform will provide multilingual support to cater to a diverse user base, ensuring that language barriers do not impede access. Additionally, the platform will develop culturally sensitive content tailored to regional contexts, aligning with principles of inclusivity and promoting equitable participation.

Harassment and Abuse Policy

The platform will uphold a strict zero-tolerance policy against harassment, hate speech, and abusive behavior, whether on the platform or during related workshops and events. Users will have access to clear and straightforward procedures for reporting misuse or abuse of the platform, ensuring a safe and respectful environment. Consequences for policy violations will be detailed, including potential suspension of access for individuals or institutions found in breach of these guidelines.

Transparency and Accountability Policy

WASH will ensure open and honest communication with its users. This includes keeping users informed about the status of their reports and providing timely updates on platform policies. Periodic reports featuring anonymized data and insights will be published to demonstrate the platform's impact and maintain transparency. A robust feedback mechanism will be integrated to actively solicit and incorporate user input, fostering continuous improvement.

Terms of Use Policy

The WASH platform will define its intended purposes, such as enabling the reporting of harassment and providing educational resources, while clearly stating any restrictions on its use. Users will be informed of their responsibilities, including the need for truthful reporting and respectful engagement. Simultaneously, the platform will reserve the right to modify its content and policies to address evolving needs and challenges effectively.

Content Policy

All content provided by the platform, including educational materials, workshops, and training modules, will be accurate, research-based, and regularly updated to reflect the latest legal

and societal developments. The platform will commit to revising its content in response to user feedback and changing contexts. It will also prohibit the dissemination of misinformation, discriminatory materials, or harmful language, ensuring that all resources align with the platform's mission and values.

Partnership Policy

WASH will collaborate with organizations, institutions, and individuals that share its mission and ethical standards. Partnerships will be designed to allow customization of services to meet specific institutional needs while maintaining the platform's core principles. Additionally, agreements with partners will include termination clauses to address situations where a partner's practices conflict with the platform's values or objectives.

Crisis Response Policy

The platform will provide immediate support to survivors of harassment or abuse by offering resources and referrals to appropriate professionals. Real-time monitoring capabilities will be integrated to identify and address high-risk trends, enabling prompt interventions. WASH will collaborate with counselors, legal experts, and NGOs to deliver holistic support systems that meet the varied needs of users in crisis situations.

Training and Certification Policy

WASH will establish clear certification standards for individuals and institutions completing its training programs. These certifications will validate competency and adherence to the platform's principles. Trainers conducting workshops or sessions will meet minimum qualification requirements to ensure high-quality delivery. Training content and methods will undergo regular reviews and updates to remain relevant and effective.

Sustainability and Ethical Practices Policy

The platform will adopt eco-friendly practices to minimize the environmental impact of physical workshops, training sessions, and materials. WASH will also focus on sustainable growth, ensuring that its scalability does not compromise the quality of services. By engaging local communities in the development and implementation of region-specific content, the platform aims to foster long-term impact and relevance.

Dispute Resolution Policy

To address user grievances effectively, WASH will establish a clear and transparent internal resolution mechanism. In cases where disputes cannot be resolved internally, the platform will provide options for third-party mediation to ensure fair outcomes. This dual approach will help maintain trust and confidence among users, reinforcing the platform's commitment to fairness and justice.