

Privacy Policy

Muslim Help Global — Palestine Relief & Humanitarian Platform

Website: <https://matw.muslimhelpglobal.com/>

Email: support@muslimhelpglobal.com

Last Updated: July 21, 2026

Welcome to **Muslim Help Global**. We are deeply grateful for your support in providing humanitarian aid to the people of Palestine. We are committed to protecting your personal information and respecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website or make a donation through our platform.

1. Information We Collect

We collect personal information that you voluntarily provide to us when making a donation, contacting us, or interacting with our services:

- **Personal Identification Information:** Name, email address, phone number, billing address, and donation amount.
- **Payment Information:** Payment card details or digital wallet information. All financial transactions are processed through secure, PCI-DSS compliant third-party payment gateways. We do not store full payment card numbers or PINs on our servers.
- **Technical Data:** IP address, browser type, operating system, device details, and browsing interactions collected via Cookies.

2. How We Use Your Information

We use the collected information for specific, legitimate operational purposes, including:

- Processing your donations securely and issuing official tax/donation receipts.
- Sending updates, impact reports, and field news regarding our Palestine relief projects.
- Responding to your inquiries and providing donor support.
- Ensuring platform security, preventing fraud, and complying with legal obligations.

3. Data Protection and Security

We implement robust security measures to protect your personal and financial data. All traffic and payment transmissions are encrypted using standard Secure Sockets Layer (SSL) / Transport Layer Security (TLS) technology. Access to donor data is restricted strictly to authorized personnel who need the information to perform specific administrative tasks.

4. Information Sharing and Disclosure

We do **not** sell, rent, trade, or lease your personal information to third parties for marketing or commercial purposes. We may share information only in the following limited circumstances:

- **Service Providers:** With trusted third-party payment gateways and IT service providers essential for completing your donation and managing our infrastructure.
- **Legal Requirements:** If required by applicable laws, legal processes, or government requests to protect rights, safety, or public interest.

5. Cookies Policy

Our website uses cookies and similar tracking technologies to enhance user experience and analyze web traffic. You can adjust your browser settings to disable cookies at any time; however, doing so may affect certain functionalities of our website.

6. Donor Rights

You have full control over your personal data held by Muslim Help Global. You have the right to:

- Access, correct, or update your personal details in our database.
- Opt-out of receiving updates, newsletters, or promotional communications at any time via the "Unsubscribe" link in our emails.
- Request the deletion of your personal data, subject to legal and accounting retention requirements.

7. Changes to This Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with an updated "Last Updated" date. Continued use of the website after updates constitutes acceptance of the modified policy.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please feel free to reach out to us:

Email: support@muslimhelpglobal.com

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