

Caribbean Biodiversity Fund (CBF) Grievance Mechanism

Privacy Policy

1. Introduction

The Caribbean Biodiversity Fund (CBF) is committed to protecting the privacy and confidentiality of individuals who utilize the CBF Grievance Mechanism (GM). This Privacy Policy outlines how the CBF collects, uses, and safeguards personal information received through the GM.

This Privacy Policy is designed to ensure the privacy and confidentiality of all individuals using the CBF Grievance Mechanism and to comply with applicable data protection laws. By submitting a grievance, you agree to the practices described in this policy.

2. Information Collection

When you submit a grievance, the CBF may collect the following types of information:

- **Personal Information:** This includes your name, contact details, and any other identifying information you choose to provide.
- **Grievance Details:** Information related to the nature of your grievance, including the activities or projects in question, relevant documentation, and any other information you provide to support your complaint.

3. Confidentiality

The CBF is committed to maintaining the confidentiality of all grievances and the identity of complainants. All information provided through the GM will be handled with the highest level of confidentiality, in compliance with applicable data protection laws and standards.

- **Anonymous Complaints:** The GM allows for the submission of anonymous grievances. If you choose to remain anonymous, no personal information will be required. You may choose to identify yourself at a later stage if you wish to do so, but this is not required.

4. Use of Information

The information collected through the GM will be used for the following purposes:

- **Grievance Handling:** To assess, process, and resolve the grievance in accordance with CBF's policies and procedures.
- **Communication:** To communicate with you regarding your grievance, including providing updates on the status and outcome.
- **Record Keeping:** To maintain accurate records of grievances and their resolutions, which may be used for internal reporting, analysis, and learning purposes.

5. Information Sharing

The CBF will not share your personal information with third parties, except under the following circumstances:

- **Internal Use:** Your information may be shared internally within the CBF, including with relevant managers, the CEO, board of directors and committee members, to facilitate the resolution of your grievance.
- **Legal Requirements:** If required by law or legal process, the CBF may disclose your information to authorities or other entities.
- **With Your Consent:** In situations where your explicit consent is obtained, your information may be shared with other parties involved in the grievance.

6. Data Security

The CBF implements appropriate technical and organizational measures to protect the personal information collected through the GM against unauthorized access, disclosure, alteration, or destruction.

7. Retention of Information

The CBF will retain your personal information for as long as necessary to fulfill the purposes outlined in this policy, including for the [duration of the grievance process](#) and any required follow-up actions. After this period, your information will be securely deleted or anonymized.

8. Rights of Complainants

As a complainant, you have the following rights regarding your personal information:

- **Access:** You have the right to access the personal information held by the CBF related to your grievance.
- **Correction:** You have the right to request the correction of any inaccuracies in your personal information via email to grievances@caribbeanbiodiversityfund.org.
- **Withdrawal of Consent:** You may withdraw your consent to the use of your personal information at any time via email to grievances@caribbeanbiodiversityfund.org. However, this may affect the CBF's ability to process and resolve your grievance.
- **Deletion:** You have the right to request the deletion of your personal information, subject to legal and regulatory requirements.

9. Conflicts of Interest

The Caribbean Biodiversity Fund (CBF) is committed to ensuring objectivity and fairness in handling grievances submitted through its Grievance Mechanism (GM). To uphold these principles, the CBF implements measures to identify and address potential conflicts of interest during the grievance process.

If a grievance involves a direct family member, close associate, or individual with a personal or professional relationship to any manager or staff member responsible for processing or responding to the complaint, the grievance will be reassigned to an impartial party. Specifically:

- Grievances involving any program manager or finance officer will be escalated to the CEO for handling.
- Grievances involving the CEO will be escalated to the Executive Committee.

These measures are in place to ensure that all grievances are processed transparently and without bias, protecting the integrity of the GM and the rights of all parties involved. If you suspect a conflict of interest in the handling of your grievance, you are encouraged to notify the CBF immediately at info@caribbeanbiodiversityfund.org.

10. Changes to This Policy

The CBF may update this Privacy Policy from time to time. Any changes will be communicated through the CBF's official channels, and the revised policy will be effective upon publication.

11. Contact Information

If you have any questions or concerns about this Privacy Policy or the handling of your personal information, please contact the Caribbean Biodiversity Fund via email info@caribbeanbiodiversityfund.org.

This privacy policy was last updated on 10 December 2024.