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# **IATI Web Terms**

**IATI Secretariat**

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Terms of use and policies for IATI websites and tools.



## PRIVACY POLICY

This Privacy Policy sets out how we, the International Aid Transparency Initiative (IATI), obtain, store and use your personal information when you use or interact with *our websites*, or where we otherwise obtain or collect your personal information.

This Privacy Policy is effective from 1st August 2025

We reserve the right to modify this policy at any time, so please check it frequently. For notification of updates, you can “watch” <https://github.com/IATI/web-terms> on GitHub.

### 1.1 1. The Information We Collect

#### Information You Provide

We collect data that you provide directly to us, including personal data. “Personal Data” is information that identifies you. For *IATI websites* this is collected in the context of one or more of the following:

#### 1.1.1 Newsletter subscriptions

We collect the following categories of personal data, which is processed on the basis of your consent: Name and email address

#### 1.1.2 Website Analytics

Our use of Matomo and Plausible analytics involves collecting the following data, which is processed on the basis of our legitimate interest to improve our website and services:

Anonymized IP Address: We anonymize your IP address immediately upon collection, so you cannot be personally identified. Pages Visited: The URLs of the pages you view on our site. Timestamps: The date and time of your visit. User Agent Information: Your browser type, operating system, and screen resolution. This helps us ensure our site works well on different devices. Approximate Location: We determine your country and approximate region from the anonymized IP address. Referring Website: The site that linked you to ours, if applicable

#### 1.1.3 Server Logs

When you use our websites, we collect and analyse the following information about your computer or mobile device: your browser type and capabilities, IP address, browser language, operating system, and other similar information.

#### 1.1.4 User Accounts

When you create a user account for an IATI website, we collect the following categories of personal data, which is processed on the basis of your consent: name, username and email address.

### 1.2 2. Cookies

Please see *our cookie policy*.

### 1.3 3. How we Protect Your Personal Information

We have implemented appropriate administrative, technical, organisational and physical security measures to protect against the unauthorised access, destruction or alteration of your information. This includes encrypting our Services using Secure Sockets Layer (SSL) and restricting access to Personal Data to all employees, contractors and agents working on behalf of the IATI Secretariat who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations.

### 1.4 4. Data Retention

We delete or anonymise your Personal Data as soon as it is no longer required for the purposes we have collected your Personal Data as outlined in this Privacy Policy.

### 1.5 5. Data Transfers

To deliver our services, we may transfer the personal information we collect to countries outside of the United Kingdom (UK) and European Economic Area (EEA). We ensure that these data transfers are protected by appropriate safeguards.

We use the following mechanisms for these transfers:

**Adequacy Decisions:** We may transfer data to countries that the UK Government has deemed to provide an adequate level of data protection. This applies to our use of InnoCraft (Matomo) in New Zealand. **Standard Contractual Clauses (SCCs):** For transfers to other countries, such as the United States where we use Mailchimp, we rely on Standard Contractual Clauses (and the UK's International Data Transfer Addendum) to contractually require the recipient to protect your personal information to the standard expected within the UK and EEA.

### 1.6 6. Data Processors

The following organisations process personal data for the IATI Secretariat. Appropriate legislative and contractual protection is in place for all data processors. Where relevant policies are publicly available, they are linked below.

InnoCraft Limited, a New Zealand registered company (NZBN 6106769). See their [privacy policy](#) and the [data processing agreement](#). InnoCraft operate matomo.cloud, which we use for website analytics.

Plausible Insights OÜ; Västriku tn 2, 50403, Tartu, Estonia. Registration number 14709274. See their [privacy policy](#) and the [data processing agreement](#). Plausible Insights operate plausible.io, which we use for website analytics.

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. See their [privacy policy](#). Google operate Google Workspace, which we use within the Secretariat for day-to-day operations.

Microsoft Ireland Operations Limited, 70 Sir John Rogerson's Quay, Dublin 2, Ireland. See their [privacy policy](#). Microsoft operate Azure, which we use for hosting IATI web infrastructure.

Intuit Mailchimp, 405 N Angier Ave. NE Atlanta, GA 30308 US. See their [privacy policy](#) and [data processing agreement](#). Intuit operate Mailchimp, which we use for mailing lists.

Open Social B.V., Ariënsplein 1, 7511 JX Enschede, Netherlands. See their [privacy policy](#). Open Social operates IATI Connect.

Open Data Services Cooperative Limited, 1st Floor, Holyoake House, Hanover Street, Manchester M60 0AS. Registered Company No. 09506232. Open Data Services are the technical delivery partner for the IATI Secretariat. Further information can be found at <https://opendataservices.coop>

Zendesk International Ltd, 55 Charlemont Place, Saint Kevin's, Dublin, D02 F985, Ireland. See their [privacy policy](#). Zendesk operates helpdesk software that we use for IATI Support.

SuiteCRM Ltd, 73 Stirling Business Centre, Wellgreen Place, Stirling, FK8 2DZ, Scotland. See their [privacy policy](#). SuiteCRM provide CRM software that we use to deliver our services.

WSO2 (UK) Limited, Appledram barns, Birdham Road, Chichester, West Sussex, UK, PO20 7EQ. See their [privacy policy](#). WSO2 provide identity management software that we use to deliver our services.

Hertza L.L.C., doing business as ZeroBounce, a Nevada limited liability company with its principal place of business at 10 E. Yanonali St., Santa Barbara, California 93101. See their [privacy policy](#) and [statement of data retention](#). The text of the *data processing agreement* <[https://www.zerobounce.net/docs/assets/zb\\_data\\_processing\\_agreement-18-08-25\\_UK.pdf](https://www.zerobounce.net/docs/assets/zb_data_processing_agreement-18-08-25_UK.pdf)> is also available. ZeroBounce provide email address verification that we use to deliver our services and maintain our records.

## 1.7 7. Your Rights

Under the General Data Protection Regulation (GDPR), you have the following rights:

**Right of access (Art. 15 GDPR):** You have the right to request confirmation as to whether or not your Personal Data is being processed, and, where that is the case, to request access to the Personal Data and information such as the purposes of the processing or the categories of Personal Data concerned.

**Right to rectification (Art. 16 GDPR):** You have the right to request the correction of inaccurate Personal Data.

**Right to erasure (Art. 17 GDPR):** You have the right to request erasure of Personal Data without undue delay under certain circumstances, e.g. if your Personal Data is no longer necessary for the purposes for which it was collected or if you withdraw consent on which processing is based according to Art. 6 (1)(a) GDPR and where there is no other legal ground for processing.

**Right to restriction of processing (Art. 18 GDPR):** You have the right to request us to restrict the processing of your Personal Data under certain circumstances, e.g. if you think that the Personal Data we process about you is incorrect or unlawful.

**Right to data portability (Art. 20 GDPR):** Under certain circumstances, you have the right to receive your Personal Data you have provided us with, in a structured, commonly used and machine-readable format and you have the right to transmit that information to another controller without hindrance or ask us to do so.

**Right to object (Art. 21 GDPR):** You have the right to object to the processing of your Personal Data under certain circumstances. In particular if we process your Personal Data on the basis on legitimate interest (Art. 6 (1)(f) GDPR) or if we use your personal data for marketing purposes.

**Right to lodge a complaint (Art. 77 GDPR):** You have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement. In the UK, the relevant supervisory authority is the Information Commissioner's Office (ICO). You can contact them at <https://ico.org.uk/concerns/>.

You may assert those rights at any time by contacting us.

## 1.8 8. Contact Information

If you wish to contact us or have any questions about or complaints in relation to this Privacy Policy, please contact us at <https://iatistandard.org/en/guidance/get-support/>. Open Data Services manages the storage and processing of personal information on behalf of UNDP, as part of hosting the IATI Secretariat.



## COOKIE POLICY

All *IATI websites* use the following category of cookies:

**Essential:** We use cookies to perform essential functions of our websites, such as to keep users logged in, and for security through CSRF prevention. These are not used to collect any personal data.

### 2.1 Contact

If you wish to contact us or have any questions about or complaints in relation to this Cookie Policy, please contact us at <https://iatistandard.org/en/guidance/get-support/>



## DATA REMOVAL

This guidance describes how IATI Reporting Organisations should remove data published to the IATI Standard and how anyone can make a Take Down Request to the IATI Secretariat.

### Warning

As a general rule, IATI data should remain published once released. When an activity finishes, [update its status to “closed”](#) but keep the data publicly available as a historical record. Only unpublish in exceptional cases, such as if the data becomes sensitive. [Read more about excluding data from publication.](#)

## 3.1 Data Removal Process

Data should be removed by unpublishing it from your IATI publication. If you remove a complete dataset, [IATI Account](#) must be updated.

IATI Account does not store any IATI data, but it does provide links to places where the data can be downloaded.

### 3.1.1 Removing activities from your IATI publication

How you do this will depend on your publishing method. There are instructions for removing activities from [IATI Publisher](#) and [AidStream](#).

If you use one of the [other IATI publishing tools](#), contact their support for help with removing individual activities.

### 3.1.2 Updating IATI Account

If you have removed a complete dataset or datasets you should also make sure IATI Account is updated. Some publishing tools, such as [AidStream](#) and [IATI Publisher](#) will automatically do this for you.

You can [manage your organisation’s IATI data files](#) from the “My Data” page, while signed in to IATI Account.

You have two options:

*Make the dataset ‘Private’*

You might consider this if you intend to republish the dataset after a review.

*Delete the dataset*

You might consider this if the removal is permanent.

### 3.2 What happens when IATI data is removed

Applications use and store data published to the IATI Standard. These are known as ‘consuming applications’ and each should have its own data removal guidance. Not all of these applications are designed and managed by the IATI Secretariat.

#### 3.2.1 Consuming applications managed by IATI Secretariat

IATI-managed tools will refresh in the following specified time frames, with the data removed accordingly:

- [IATI Datastore](#) - refreshes every 24 hours
- [IATI Validator](#) - refreshes every 2 hours
- [IATI Dashboard](#) and [IATI Publishing Statistics](#) - refreshes every 24 hours
- [D-portal](#) - refreshes every 48 hours

You should confirm the data is no longer available in consuming applications after 48 hours.

#### 3.2.2 External consuming applications not managed by IATI

As an open data standard, IATI data is available for use by anyone wishing to build a consuming application that uses IATI data. If someone decides to remove their data from IATI Account, they should contact the external tool provider to check their data removal policy and refresh times.

### 3.3 Asking for data to be removed

#### 3.3.1 Asking a reporting organisation directly

If a user becomes aware of IATI data that they feel should not be shared openly, they should contact the reporting organisation directly to request that the data be removed. When making the request, they should state:

- their role and relationship to the data;
- the specific data they are requesting be removed;
- the reason for the request.

#### 3.3.2 Making a take down request to the IATI Secretariat

A request to take down data can be made by anyone.

Reporting organisations can make a take down request if:

- they are unable to follow the Data Removal Process, or
- the data removal is urgent

The request can be made by [contacting the IATI Secretariat](#).

The person making the request should state:

- their role and relationship to the data;
- the specific data they are requesting be removed;
- the reason for the request.

### 3.3.3 The take down request process

#### Requests from reporting organisations

If the request is from the organisation that owns the data and it is clear what information is to be removed, we will work with the organisation to remove it from both their IATI publication and IATI Account, if necessary.

#### Requests from third parties

If the request is not from the Reporting Organisation, we will consider the reason for the request. For example, it may contain sensitive personal information or be inaccurate.

Sometimes we can act without prior consent of the data Reporting Organisation. On other occasions the Reporting Organisation needs to be involved in any decision.

Once we decide whether to take action, the person who made the request will be informed. If we decide that data should be removed from IATI consuming applications, we will act as quickly as possible. We may need to work with the requester to identify all the relevant data.

We will also work with the Reporting Organisation to ensure that they are able to remove/redact the data at source. If data is published using AidStream or IATI Publisher we may also remove the data from a reporting organisation's publication ourselves.

Exceptionally, we might need to clear all of an organisation's IATI data. We will only do this when this is the only course of action available, given the circumstances of the request.

We understand that any request to remove data will be seen as urgent by the person making the request. We will inform the requester of our actions and the expected time frame for taking down any relevant data.

### 3.3.4 Contacting IATI Support

If you encounter any issues removing your data, please [contact the IATI Secretariat](#) for support.



## COPYRIGHT & LICENSING

Copyright of contributions to IATI remain with the original creators of those contributions, except where otherwise assigned. Such contributions are made on the understanding that they will be used in line with decisions of the IATI Members' Assembly.

### 4.1 Written Materials

Unless otherwise specified, all written materials are released under the Creative Commons Attribution-ShareAlike 4.0 International license (CC-BY-SA 4.0)

### 4.2 Images & Videos

Unless otherwise specified, images and videos created by IATI are released under the Creative Commons Attribution-ShareAlike 4.0 International license (CC-BY-SA 4.0).

Images and videos that are licensed from other sources may not be reproduced except in line with the license of that material.

### 4.3 Software & Code

All IATI web tools link to their source code, which contains the license information for that tool.

### 4.4 Logos, Brand & Visual Identity

IATI's logo, brand and visual identity are the property of United Nations Development Programme, held in trust for IATI. All rights are reserved. These assets may be licensed on request.

### 4.5 IATI Data

All IATI data is the property of its original reporting organisation and is released in line with the open license as listed on the IATI Registry.



## WEBSITES

The policies in this site apply to all websites operated by IATI.

Below is a list of websites operated by IATI. This list is not exhaustive; omission from this list does not mean that the website is exempt from the terms and conditions set out on this site. Any additions or exceptions to these terms will be detailed on individual websites.

\*.iatistandard.org

\*.iatistandard.net

\*.aidtransparency.com

\*.aidtransparency.net

\*.aidtransparency.info

\*.iatidata.org

\*.d-portal.org

\*.iatiregistry.org

\*.iaticonnect.org

<https://iati.zendesk.com>