

“Your donation can bring hope and transform the lives of persons with disabilities.”

Donation, Refund and Privacy Policy

Centre for the Rehabilitation of the Paralyzed (CRP) is a non-profit organization committed to supporting persons with disabilities and helping them improve their quality of life, independence, and opportunities.

Online Donations

CRP accepts online donations through its official website using an integrated online payment gateway. Donors can make contributions using the payment methods supported by the payment gateway.

Donors are requested to provide accurate information when donating and to carefully review the donation amount and payment details before completing the transaction.

Donation Refund Policy

Donations made to CRP are generally **non-refundable**.

However, in exceptional circumstances, such as an accidental payment, duplicate transaction, incorrect donation amount, or other genuine emergency, a donor may submit a refund request for consideration.

A refund request must be submitted **within 7 days of the date of the donation**.

All refund requests are reviewed manually by CRP management. Donors may be required to provide relevant information and supporting documents, including transaction details, proof of payment, donor identification, and any other information reasonably required to verify the request.

Submitting a refund request does not automatically guarantee that a refund will be issued. CRP Management will carefully review each request along with the relevant transaction records.

If the refund request is approved, the refund will be processed manually in accordance with CRP's internal procedures and the requirements of the applicable payment service provider. Please note that refunds for donations may take approximately **7–10 business days** to process, depending on the payment method and service provider.

The time required for an approved refund to be credited may depend on the relevant bank, card issuer, mobile financial service, or payment gateway provider and may therefore be outside CRP's control.

Privacy Policy

CRP respects the privacy of its donors. Personal information collected during the online donation process will be used for purposes related to processing and verifying donations, maintaining financial and administrative records, communicating with donors, complying with applicable legal and regulatory requirements, and preventing fraudulent or unauthorized transactions.

CRP will take reasonable measures to protect donor information from unauthorized access, misuse, disclosure, alteration, or loss.

Payment information may be processed by CRP's authorized payment gateway and other relevant financial service providers. The processing of such information may also be subject to the respective providers' privacy policies, terms and conditions, and security practices.

CRP will not sell or rent donors' personal information to third parties. Information may be disclosed where necessary to process a donation, investigate a refund request, comply with applicable laws or regulatory requirements, or protect CRP and its donors against fraud or misuse.

Refund Requests and Donation Support

For refund requests or assistance with any difficulties related to online donations, please contact:

Email: it@crp-bangladesh.org

Email: mahedul.islam@crp-bangladesh.org

When requesting a refund, please provide the following information:

- Donor's name
- Donation date
- Transaction/reference number
- Donation amount
- Contact information
- Reason for requesting the refund

- Relevant proof of payment or supporting documents, if requested

Important: Refund requests must be submitted within 7 days from the date of the donation.

Policy Updates

CRP reserves the right to update this Donation, Refund and Privacy Policy when necessary. Any revised policy will become effective upon publication on CRP's official website.