

The owner of the online platform for collecting donations SUPPORTNET.EE/OGO (hereinafter referred to as The Platform) is MTÜ SupportNet (registry code 80580193), located at Harju maakond, Tallinn, Kesklinna linnaosa, Estonia pst 5a, 10143 .

Terms of donations

The terms apply to donations via The Platform.

Any user of The Platform has the right to donate voluntarily any amount to the project “OGO Centre – a place of support for Ukrainian refugee children in Estonia”.

OGO Centre is a charitable activity and learning center in Tallinn (Harju maakond, Tallinn, Raua tn 39, 10124, Estonia), created to support Ukrainian refugee children. It offers a safe, friendly, and engaging environment where children can learn, play, communicate, and adapt to their new life in Estonia. More details about the project are available at The Platform.

The donations are used for covering expenses directly linked to support of Ukrainian refugee children in Estonia.

Banking fees and other mandatory payments are included to the donation.

MTÜ SupportNet has the right to use up to 7% of each of the payments to cover overhead expenses (accounting, webhosting, reporting, etc.).

In cases provided by Estonian legislation, the donors can obtain partial tax exemption - see <https://www.emta.ee/en/donations-and-payments-non-profit-associations>, <https://ncfailid.emta.ee/s/69dm4GRbczHFbWQ> for more details.

Making Donation

To make a donation, a user need to choose the desired donation amount from the list or input it manually. To finalise the donation, the required data fields should be filled in.

The total amount of the donation is then displayed on the screen, which can be paid via a bank link or using another payment solution (Visa, MasterCard, ApplePay, GooglePay).

The contract enters into force after the amount subject to payment has been credited to the bank account of The Platform.

A user can subscribe to regular monthly donations by choosing the corresponding option in The Platform menu. He/she can unsubscribe from the donations any moment by sending a mail from the mailbox used during registration to donations@supportnet.ee with the word “unsubscribe” in the subject field.

If, due to any problem from the side of The Platform, it is not possible to use a donation according its purpose, the payer will be notified as soon as possible and the amount paid will be refunded usually within 1-2 working days. Depending on the method of payment, the refund may take up to seven working days.

Confirming Donation and Delivery

After sending a donation, the payer gets an automatic message from The Platform confirming the amount and the purpose of the donation (in Estonian, English, and Russian languages).

In case an officially signed confirmation is needed, it shall be sent after the request to donations@supportnet.ee (available only for donations exceeding 100 EUR).

Donations are charitable and do not imply any goods or services being delivered to the payer in exchange for them.

Right of withdrawal

After receiving the confirmation of payment, the payer has the right to withdraw from the contract entered into with The Platform within 7 days.

In order to return the donation, the payer should send a mail from the mailbox used during registration to donations@supportnet.ee with the word “withdrawal” in the subject field and additional information about the amount, date, and time of the payment in the text.

The costs of returning the amount will be borne by the payer. Depending on the method of payment, the refund may take up to seven working days.

Right to file a complaint

In case the payer suspects incorrect work of The Platform or any breach of the Contract, he/she has the right to contact The Platform by sending an e-mail to donations@supportnet.ee. The Platform responds to the payer’s complaint within 15 days in writing.

Processing of personal data

Personal data is used to manage the donations and maintain communications with the payers.

The bank account number is used to reimburse payments to the payer in the cases according to the Contract.

Personal data such as the e-mail address, telephone number, and name of the customer are processed to handle any issues relating to managing donations and answering the payer’s requests and complains.

The IP address or other online identifiers of users of The Platform are processed for the provision of The Platform as an information society service and for web use statistics.

Resolution of disputes

If a payer has complaints regarding the work of The Platform, he/she should send them via e-mail to donations@supportnet.ee. If the payer and The Platform fail to resolve a dispute by reaching an agreement, the payer has the right to turn to the Consumer Disputes Committee. The procedural rules can be examined and an application can be filed <https://ttja.ee/tarbijavaidluste-komisjon>. The payer may turn to the Online Dispute Resolution platform of the EU as well <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=ET>.