

DONOR WITHDRAWAL & RECORD REMOVAL PROTOCOL

All-Encompassing Global Consult Limited (AEGC)

Talent Incubation Hub (TIH)

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PURPOSE

This protocol provides a comprehensive process for **donors to voluntarily withdraw** their participation or request the **removal of personal records** from AEGC/TIH systems. It safeguards donor autonomy while ensuring compliance with **AML/KYC, data privacy, and donor rights** regulations.

WITHDRAWAL & REMOVAL PROCESS FLOW

Step 1: Request Initiation

Donor submits formal request via:

- Online withdrawal form on the TIH website
- Email to: compliance@all-encompassingglobalconsult.com
- Written letter submitted physically or scanned digitally

Mandatory details:

- Full name of donor
- Unique Donor Reference ID (if known)
- Nature of request (Withdrawal / Data Removal / Both)
- Reason for withdrawal (optional)

Acknowledgement Timeline: Within 24 hours

Step 2: Internal Compliance Review

The Compliance Officer will:

- Validate the donor's identity through KYC data
- Review contribution history, financial obligations, or tied program engagements
- Determine if withdrawal affects regulatory documentation (e.g. AML logs)

Note: No donor shall be penalized or discouraged from withdrawing. The process is rights-based and neutral.

Review Timeline: 2–3 working days

Step 3: Data Removal Execution

If requested and approved, data is removed from:

- CRM systems and mailing lists
- Online acknowledgment pages (if applicable)
- Analytics tools and contact databases
- Financial systems (subject to retention policy)

Regulatory Exception: Some donor records may be **archived (not deleted)** for audit or anti-money laundering compliance as required by law (e.g. NDPR, GDPR, FIRS, EFCC).

DATA PRIVACY & SECURITY MEASURES

- All data removals are timestamped, encrypted, and recorded on the Compliance Activity Log
- Archived data is anonymized and stored under locked access
- A donor can request proof of action taken

CLOSURE & COMMUNICATION

A closure email is sent with:

- Confirmation of withdrawal
- Details of data removal steps (or archiving rationale)
- Final thank-you note or certificate (if relevant)

Closure Timeline: Within 5–7 working days from initial request

STANDARD CLOSING TEXT (Donor Communication Template)

"Dear [Donor Name],

We confirm receipt and successful processing of your withdrawal and/or data removal request.

Your rights have been fully respected in line with our compliance and global data privacy policies.

Thank you for your prior engagement with us. Should you wish to reconnect in the future, our doors remain open in good faith and institutional alignment.

Warm regards,
AEGC Compliance Office"

LOG TEMPLATE

Date	Donor Name	Request Type	Verified By	Action Taken	Archival Note	Closed By