



Privacy Notice

Introduction

The Office of the Ombudsman aims to provide information about the Office, its mandates, programs, and services.

We respect the privacy of everyone who visits this website. As such, we would like to inform you regarding the way we handle data when you visit our site.

Users should be aware that there are inherent risks associated with the transmission of information via the Internet. An e-mail, for example, is not usually secured against interception and virus infection. Its security depends on the software that is being used.

By using this website, you agree to the terms of this privacy policy. We may be updating this policy from time to time. As such, we encourage users to frequently check back on this page.

Data Collection and Use

The website collects data from the following online forms incorporated into its structure as a service to its users:

- Request For Assistance Form
 - Online Filing of Complaint Form
 - Online Filing of Clearance Form
 - Feedback and Redress Mechanism Form
- The types of data that are obtained

include:

- Full Name
- Occupation
- Position
- Salary Grade
- Agency Name
- Home and/or Office Address
- Telephone Number
- E-mail Address
- Date of Birth
- Date of Marriage
- Civil Status
- Educational Background
- Employment History
- OMB Case Number

The website's web server automatically collects some information about a visitor's computer or other access device, such as its Internet protocol address or browser version, in their logs. This information is used in aggregate form for security and analytics purposes.

Web browser cookies

The website may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent.

Website Analytics

Website Analytics Tool is being used to track website performance. It gathers non-personal information from the browser whenever the site is visited. This may include the computer's Internet Protocol (IP) address, browser type, browser version, pages visited, date and time of visit, and time spent on these pages, among others. These are reported through aggregated data that in no way will identify an individual.

The website may use and contain third-party cookies from the Analytics, which has its own strict privacy guidelines.

Links to Other Websites

This site contains links to and from websites of government agencies and other organizations. This privacy policy, however, only applies to www.ombudsman.gov.ph, the website of other agencies/organizations listed in this site may have privacy and user policies that deviate from this one. We encourage you to likewise take the time to read their site policies.

Contact us

If you have any questions about this Privacy Notice, the practices of this site, or your dealings with this site, please contact our Data Protection Officer Atty. Omar L. Sagadal at (+632) 479-7300 loc. 3433 and/or olsagadal@ombudsman.gov.ph.