

PRIVACY POLICY

Protecting Every Person We Touch

Our Commitment: Caring Touch Family Foundation handles all personal information with the same care we bring to every child and family we serve with dignity, honesty, and the conviction that every person has the right to know how their information is used.

INTRODUCTION

Caring Touch Family Foundation (“the Foundation,” “we,” “us,” or “our”) is a child and family-centered organization devoted to the rescue, development, and transformation of vulnerable children, and to building a world where every family is strong enough to raise the generation the world needs.

In the course of delivering our programs, including The Ark residential shelter, the Peter Oketola Scholarship Program, the Food Drive, semi-adoption and sponsorship arrangements, community outreach, and our advocacy work — we collect, process, and hold personal information about children in our care, their families and guardians, donors, sponsors, partners, volunteers, website visitors, and other individuals who engage with our mission.

This Privacy Policy explains what information we collect, why we collect it, how we use and protect it, with whom we share it, and what rights individuals have regarding their information. It applies to all our activities, including our website at caringtouchfoundation.org, our programs, and our physical operations.

Because our work directly involves children, including some of the most vulnerable children in our society, our approach to privacy is governed by heightened standards of care that go beyond standard legal requirements. The privacy and dignity of every child we serve is non-negotiable.

1. Legal Framework and Applicable Laws

This Privacy Policy is developed in compliance with and informed by the following legal frameworks:

1.1 Nigerian Law

- Nigeria Data Protection Act 2023 (NDPA) — the primary data protection legislation in Nigeria, which establishes the rights of data subjects and obligations of data controllers and processors
- Nigeria Data Protection Regulation 2019 (NDPR) — the foundational framework that preceded and informs the NDPA
- Child Rights Act 2003 — which governs the rights, welfare, and protection of children in Nigeria
- Cybercrimes (Prohibition, Prevention Etc.) Act 2015 — which addresses electronic communications and data security
- Constitution of the Federal Republic of Nigeria 1999 (as amended) — specifically provisions relating to the right to privacy under Section 37

1.2 International Standards

- United Nations Convention on the Rights of the Child (UNCRC) — specifically Articles 16 (Right to Privacy) and 17 (Access to Information and the Media)
- General Data Protection Regulation (EU GDPR) — applied where we process data of individuals in the European Economic Area or where GDPR standards represent best practice
- Children's Online Privacy Protection Act (COPPA) standards — applied where relevant to children's digital data
- UNICEF Child Online Protection Guidelines — applied to all digital collection involving children
- International NGO Accountability Charter standards for data protection and transparency

1.3 Our Internal Standards

In addition to legal compliance, we hold ourselves to standards of privacy protection that reflect our foundational conviction: that every person who comes into contact with our organization deserves to be treated with dignity, honesty, and care. In cases of conflict between legal minimum requirements and our internal standards, our internal standards apply where they offer greater protection to the individual.

2. Who We Are as Data Controller

Caring Touch Family Foundation is the data controller for all personal information collected in connection with our programs, website, and activities. As data controller, we determine the purposes and means of processing personal data and bear primary responsibility for compliance with applicable data protection law.

Full Legal Name	Caring Touch Family Foundation
Registered Address	No. 17, Unity Drive, Akoto Estate, Elebu, Ibadan, Oyo State, Nigeria
Primary Contact	caringtouchfoundation@gmail.com
Telephone	+234 816 780 5584 +234 907 706 1405
Website	caringtouchfoundation.org
Data Protection Contact	caringtouchfoundation@gmail.com (marked: Data Protection)

Any individual who wishes to exercise their rights under this policy, make a complaint, or raise a concern about how their data is handled should contact us using the details above.

3. Categories of People Whose Data We Hold

We collect and process personal information in relation to the following categories of people:

3.1 Children in Our Care (The Ark Residents)

Children who reside at The Ark, our residential shelter in Ibadan, represent the most sensitive category of data subjects we work with. Their information is handled under our most stringent standards of protection. We collect information about these children only to the extent strictly necessary to provide them with care, development, education, health services, and legal protection.

3.2 Families and Guardians

Parents, legal guardians, extended family members, and other individuals with parental responsibility for children in our care or programs. This includes families involved in our family strengthening programs, and families connected to semi-adoption and sponsorship arrangements.

3.3 Donors and Sponsors

Individuals, organizations, corporations, and foundations who make financial contributions to the Foundation through one-time donations, recurring giving, child sponsorship, program sponsorship, or any other form of financial support.

3.4 Partners and Institutional Stakeholders

Non-governmental organizations, government agencies, international bodies, academic institutions, healthcare providers, legal entities, and other organizations with which we work in partnership or formal cooperation.

3.5 Volunteers and Interns

Individuals who contribute their time, skills, and energy to the Foundation's work on a voluntary basis or as part of an internship arrangement.

3.6 Staff and Contractors

Employed and contracted individuals who work for the Foundation in any capacity. Staff data is governed primarily by the Foundation's Staff Policy; this Privacy Policy applies to the extent data is collected through general Foundation channels.

3.7 Website Visitors

Individuals who visit our website at caringtouchfoundation.org, whether or not they have a formal relationship with the Foundation.

3.8 Program Beneficiaries and Community Members

Individuals who benefit from or participate in our community programs, including the Food Drive, scholarship program, advocacy work, and community transformation initiatives.

4. Information We Collect

4.1 Information About Children in Our Care

For children residing at The Ark and children in our programs, we collect the following categories of information, each with a specific and necessary purpose:

CATEGORY OF INFORMATION	PURPOSE
Full name, age, date of birth, gender	Identity, registration, legal compliance, and individual formation records
Health and medical information	Healthcare provision, medical decisions, vaccination records, and welfare monitoring
Educational history and records	Educational placement, development tracking, and scholarship eligibility
Family background and circumstances	Care planning, legal protection, family reunification where appropriate
Physical and developmental assessments	Formation program design and child welfare monitoring

CATEGORY OF INFORMATION	PURPOSE
Photographs and video footage	Program documentation, impact reporting, and with specific consent, communication and fundraising
Psychological and emotional assessments	Therapeutic support, counselling, and formation planning
Legal status and documentation	Compliance with child protection law, court orders, and statutory reporting obligations
Formation Portfolio records	Tracking whole-child development across the six formation pillars

4.2 Information About Donors and Sponsors

- Full name, title, and contact information (address, email, telephone)
- Payment information (processed through secure third-party payment processors; we do not store full card numbers)
- Donation history, preferences, and correspondence
- Organization name and role (for corporate or institutional donors)
- Communication preferences
- Tax identification information where required for gift aid or tax receipts
- For child sponsors: name and communication materials exchanged with sponsored child

4.3 Information About Partners and Volunteers

- Full name, contact details, and professional credentials
- Organization affiliation and role
- Background check results (for those working directly with children — mandatory)
- Safeguarding training records
- Correspondence and program participation records

4.4 Information Collected Through Our Website

- IP addresses and browser information (collected automatically for security and analytics)
- Cookies and similar tracking technologies (see Section 9 for full Cookie Policy)
- Contact form submissions: name, email address, message content
- Donation form data: name, email, contact details, and payment processing information
- Donor Dashboard account information: login credentials (passwords stored in encrypted form only), donation history, preferences
- Newsletter subscription data: email address and communication preferences

4.5 Special Categories of Sensitive Data

Certain categories of personal data require heightened protection under the Nigeria Data Protection Act 2023 and international standards. We process the following special categories only where we have a lawful basis and appropriate safeguards in place:

- Health and medical data (for children in our care and program participants)
- Data concerning racial or ethnic origin (for anonymized demographic reporting only)

- Data concerning children's psychological and emotional wellbeing
- Data concerning family circumstances including abuse, neglect, and exploitation histories

All special category data is subject to enhanced access controls, encryption, and restricted sharing. Staff who access special category data are bound by confidentiality obligations and receive specific training.

5. Lawful Basis for Processing Personal Data

Under the Nigeria Data Protection Act 2023 and applicable international standards, we process personal data only where we have a lawful basis for doing so. The lawful bases we rely on are set out below:

5.1 Consent

Where we rely on consent, it is freely given, specific, informed, and unambiguous. For children, consent is obtained from their parent, legal guardian, or where appropriate under law and developmental stage from the child themselves in addition to their guardian. We rely on consent primarily for:

- Publication of photographs or images of children in communications, fundraising, or public reports
- Non-essential marketing communications to donors and supporters
- Newsletter subscriptions
- Use of non-essential website cookies

Consent can be withdrawn at any time by contacting us at caringtouchfoundation@gmail.com. Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

5.2 Contractual Necessity

We process personal data where it is necessary for the performance of a contract to which the individual is party, or to take steps at the request of the individual before entering a contract. This applies to:

- Donor and sponsorship agreements
- Partnership and MOU agreements
- Volunteer and employment agreements
- Semi-adoption arrangements

5.3 Legal Obligation

We process personal data where we are required to do so under applicable law, including:

- Mandatory reporting obligations under the Child Rights Act 2003
- Financial record-keeping obligations
- Court orders or directions from statutory authorities
- Safeguarding investigations and disclosures to appropriate authorities

5.4 Vital Interests

We may process personal data, including special category data, where processing is necessary to protect the vital interests of a data subject or another person. This applies primarily to emergency medical or safety situations involving children in our care.

5.5 Legitimate Interests

We process certain data where it is necessary for our legitimate interests, provided those interests are not overridden by the rights and interests of the data subject. We conduct a legitimate interests assessment for each category of processing relying on this basis. We rely on legitimate interests for:

- Website security and fraud prevention
 - Internal administrative record-keeping
 - Program evaluation and impact measurement
 - Communicating with existing donors about our work (where consent is not required)
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6. How We Use Personal Information

6.1 For Children in Our Care

- Providing safe accommodation, nutrition, healthcare, and daily care at The Ark
- Delivering the six-pillar formation program and tracking each child's development
- Making educational and healthcare decisions in the child's best interests
- Complying with statutory reporting, safeguarding, and child protection obligations
- Facilitating communication with families and guardians where this serves the child's welfare
- Planning transitions, including family reunification, semi-adoption, or independent living
- Maintaining Formation Portfolio records that support the child's continued development
- Preparing anonymized impact reports and research that do not identify individual children

6.2 For Donors and Sponsors

- Processing donations, issuing receipts, and maintaining donation records
- Administering child sponsorship relationships (with content approved by the child's caregiver)
- Communicating program updates, impact reports, and stewardship information
- Complying with financial reporting and anti-money laundering requirements
- Maintaining donor records for relationship management purposes
- Sending newsletters and campaign communications (where consent is given)

6.3 For Partners and Volunteers

- Administering partnership and volunteering arrangements
- Conducting mandatory background and safeguarding checks for those working with children
- Maintaining safeguarding training and compliance records
- Communicating about program activities and opportunities

6.4 For Website Visitors

- Operating and maintaining a secure, functional website

- Processing online donations and enquiries
- Analyzing website usage to improve user experience (in anonymized or aggregate form)
- Responding to contact form submissions

6.5 What We Do Not Do With Personal Information

We do not sell, rent, or trade personal data to third parties for commercial purposes.

We do not use personal data of children for any purpose beyond their care, welfare, and development.

We do not share identifiable information about children with the media or public without specific, documented, informed consent from the child's guardian and where age-appropriate — the child themselves.

We do not use personal data for automated decision-making that produces legal or similarly significant effects on individuals.

7. Child-Specific Privacy Protections

Because our primary mission is the protection, rescue, and formation of children, including children who have experienced exploitation, abuse, trafficking, and abandonment — our child privacy standards exceed legal minimums in every respect. These protections apply to all children with whom we work, whether or not they are in our residential care.

7.1 Identity Protection

The identities of children in our care are protected by default. The full name, location, family background, or photograph of any child in our care shall not be shared publicly, in the media, on social media, or with any third party without the documented, informed consent of the child's legal guardian and, where appropriate to their age and understanding, the child themselves.

In all public communications, we use first names only, pseudonyms, or no names at all. Where photographs are published, they are reviewed to ensure they do not reveal identifying features of the child's circumstances, family members, or location.

7.2 History and Circumstances Protection

A child's history, including the circumstances that led to their arrival at The Ark, their family situation, any abuse or exploitation they have experienced, their health or psychological status is treated as the most confidential information we hold. It is:

- Accessible only to staff with a direct care or professional responsibility for that child
- Never shared with donors, sponsors, or partners except in fully anonymized form
- Never used in fundraising communications, however compelling the story
- Stored in secure, access-controlled systems with audit trails

7.3 Images and Media Involving Children

We operate a strict three-stage consent protocol for any image, video, or audio recording involving a child:

- Stage 1: Written consent from the child's legal guardian, specifying the intended use of the material
- Stage 2: Age-appropriate assent from the child themselves, a child who appears uncomfortable or unwilling is never photographed regardless of guardian consent
- Stage 3: Review by senior leadership before any child image is published to confirm appropriateness, dignity, and alignment with our Child Image Policy

All photographs of children comply with the following standards: the child is clothed appropriately; the image presents the child with dignity; the image does not suggest vulnerability, helplessness, or distress as the child's primary characteristic; the focus of impact images is on hope, strength, and potential rather than suffering.

7.4 Digital Privacy for Children

Children at The Ark are not permitted to have unsupervised access to external digital communication platforms. No child's personal social media account shall be created, maintained, or used in connection with the Foundation's work. Children's digital activities within The Ark's formation program are supervised, purposeful, and governed by the Digital Literacy curriculum's privacy and safety framework.

7.5 Data Minimization for Children

We collect only the minimum information about children that is strictly necessary for the specific purpose for which it is collected. We do not collect additional information "in case it is useful later." Where information is collected for a specific purpose and that purpose has been served, it is reviewed for continued retention necessity according to our Retention Schedule.

8. Sharing Personal Data with Third Parties

We do not share personal data except where necessary for our operations, required by law, or with the specific consent of the data subject. Where we share data, we require the recipient to maintain standards of protection consistent with this policy.

8.1 Statutory and Legal Sharing

We may be required to share personal data with:

- Nigerian statutory child protection authorities — where we have safeguarding concerns or statutory reporting obligations
- Law enforcement agencies — in response to lawful requests or court orders
- Courts and legal proceedings — where required by court order or legal process
- The National Information Technology Development Agency (NITDA) — as required by the Nigeria Data Protection Act 2023

8.2 Service Providers and Data Processors

We use a limited number of third-party service providers who process data on our behalf. These include:

- Payment processors: For secure processing of online donations (providers comply with PCI-DSS standards and do not receive more data than necessary for payment processing)

- Website hosting provider: For hosting and maintaining caringtouchfoundation.org
- Email communication platform: For newsletters and donor communications
- Cloud storage provider: For secure document and data storage

All data processors are bound by data processing agreements that require them to process data only on our instructions, maintain appropriate security measures, and not use data for their own purposes.

8.3 Program Partners

We may share limited, relevant information with program partners (NGOs, government agencies, healthcare providers, educational institutions) where necessary for program delivery. Such sharing is:

- Limited to the minimum information necessary for the specific program purpose
- Governed by a data sharing agreement or MOU that includes privacy obligations
- Subject to the Foundation's Child Privacy protections in Section 7 above

8.4 International Data Transfers

Where personal data is transferred outside Nigeria, including to international donors, international partner organizations, or cloud service providers with servers in other jurisdictions — we ensure that appropriate safeguards are in place consistent with Chapter 4 of the Nigeria Data Protection Act 2023 and applicable international standards. We do not transfer special category data internationally without specific consent and documented safeguards.

9. Cookies and Website Tracking

Our website at caringtouchfoundation.org uses cookies and similar technologies to improve your experience, enable essential functionality, and where you consent, to analyse how the site is used.

9.1 What Cookies Are

Cookies are small text files placed on your device by a website. They allow the website to remember your actions and preferences (such as login, language, and display settings) over a period of time, and to understand how visitors interact with the site.

9.2 Categories of Cookies We Use

COOKIE TYPE	CONSENT REQUIRED	PURPOSE
Strictly Necessary Cookies	No	Essential for the website to function: login sessions, shopping cart, cookie consent preferences, security features. Cannot be disabled without breaking the website.
Analytics Cookies	Yes	Help us understand how visitors use the website by collecting anonymized data about pages visited, time spent, and navigation paths. Used to improve site content and user experience.
Marketing Cookies	Yes	Track visitors across websites to show relevant advertising for our programs and campaigns. We use

COOKIE TYPE	CONSENT REQUIRED	PURPOSE
		these sparingly and only where they directly support our mission communications.
Preference Cookies	Yes	Remember your preferences and settings (such as language and display options) to improve your experience on return visits.

9.3 Managing Cookies

You can manage your cookie preferences at any time through the Cookie Preferences panel on our website. You can also control cookies through your browser settings. Note that disabling certain cookies may affect your ability to use some website features, including the Donor Dashboard and online donation forms.

10. Data Security

We take the security of personal data seriously and implement technical, organizational, and physical measures proportionate to the sensitivity of the data we hold and the risks of processing. No security system is infallible, but we take every reasonable precaution to protect the data entrusted to us.

10.1 Technical Security Measures

- Encryption of data in transit (SSL/TLS on all web communications) and at rest for sensitive data
- Access controls and authentication systems limiting data access to authorized personnel only
- Regular security updates and patch management for all systems
- Secure password policies and, where available, two-factor authentication
- Regular data backups stored securely with tested restoration procedures

10.2 Organizational Security Measures

- Staff training on data protection, privacy, and safeguarding before they begin working with personal data
- Confidentiality obligations for all staff and volunteers who handle personal data
- Role-based access controls: staff access only the data necessary for their specific role
- Data processing agreements with all third-party service providers
- Regular review of data protection practices and this policy

10.3 Physical Security Measures

- Physical access controls to premises where personal data is held in paper or physical form
- Secure disposal of physical records containing personal data
- Locked storage for paper files containing sensitive personal data

10.4 Data Breach Response

In the event of a data breach involving personal data, we will:

- Contain the breach as quickly as possible and assess its scope and impact
- Notify the Nigeria Data Protection Commission within 72 hours where the breach is likely to result in risk to individuals, in accordance with the Nigeria Data Protection Act 2023
- Notify affected individuals without undue delay where the breach is likely to result in high risk to their rights and freedoms
- Document the breach and our response in our Data Breach Register
- Review and, where necessary, strengthen our security measures to prevent recurrence

11. Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, or as required by applicable law. Our retention periods are set out below:

CATEGORY	RETENTION PERIOD	BASIS
Children's care and formation records	Permanent (sealed after age 25)	Lifelong formation record; potential future legal relevance; child's own right to their history
Children's health and medical records	10 years after last contact or age 18, whichever is later	Medical necessity; legal compliance with health record retention requirements
Safeguarding and child protection records	Permanent	Legal obligation; statutory reporting requirements
Donor and financial records	7 years after last transaction	Financial regulation; tax compliance; donor relations
Donor sponsorship correspondence	5 years after sponsorship ends	Program records; relationship continuity
Volunteer and staff records	7 years after relationship ends	Legal obligation; employment and safeguarding compliance
Website analytics data	26 months	Industry standard; analytics effectiveness
Contact form submissions	2 years	Correspondence records; follow-up purposes
Newsletter subscription data	Until unsubscribed, then 12 months	Communication preferences; suppression list maintenance
Cookie consent records	3 years	Compliance record; audit purposes

At the end of the applicable retention period, personal data is securely deleted or anonymized. Paper records are shredded. Digital records are deleted from all systems and backups within a reasonable period following the scheduled deletion date.

12. Rights of Data Subjects

Under the Nigeria Data Protection Act 2023 and applicable international standards, individuals whose personal data we hold have the following rights. We are committed to honoring these rights promptly and without creating unnecessary barriers.

12.1 Right to Be Informed

You have the right to be told what personal data we hold about you, why we hold it, how we use it, and with whom we share it. This Privacy Policy is the primary means by which we fulfil this obligation. You may also request a specific explanation at any time.

12.2 Right of Access (Subject Access Request)

You have the right to request a copy of the personal data we hold about you. We will respond to subject access requests within 30 days of receipt. Where a request is complex or numerous, we may extend this period by up to an additional 60 days, of which we will notify you within the initial 30 days.

12.3 Right to Rectification

You have the right to request that we correct inaccurate personal data we hold about you, or complete incomplete data. We will act on such requests promptly and without undue delay.

12.4 Right to Erasure ('Right to Be Forgotten')

You have the right to request that we delete your personal data in certain circumstances, including where it is no longer necessary for the purpose for which it was collected, where you withdraw consent, or where you object to processing and there is no overriding legitimate interest. This right is subject to our legal obligations, including our duty to retain safeguarding records permanently.

12.5 Right to Restrict Processing

You have the right to request that we restrict our processing of your personal data in certain circumstances — for example, while we investigate a dispute about the accuracy of data or the legitimacy of our processing.

12.6 Right to Data Portability

Where we process your data by automated means on the basis of consent or contractual necessity, you have the right to receive that data in a structured, commonly used, machine-readable format, and to have it transmitted to another organization where technically feasible.

12.7 Right to Object

You have the right to object to processing of your personal data based on our legitimate interests, including direct marketing. Where you object to direct marketing, we will cease that processing immediately. Where you object to other legitimate-interest processing, we will consider your objection and cease processing unless we have compelling legitimate grounds that override your interests.

12.8 Rights in Relation to Children's Data

For children in our care who are of sufficient age and understanding (generally 12 years and above under Nigerian law and our internal guidelines), we recognize an emerging right of the child to exercise

data rights independently of their guardian, where doing so serves the child's best interests. For younger children, rights are exercised by their legal guardian on their behalf.

12.9 How to Exercise Your Rights

To exercise any of the rights listed above, please contact us by:

Email: caringtouchfoundation@gmail.com (please mark the subject line: "DATA RIGHTS REQUEST")

Post: Data Protection, Caring Touch Family Foundation, No. 17, Unity Drive, Akoto Estate, Elebu, Ibadan, Oyo State, Nigeria

We will not charge a fee for processing rights requests unless they are manifestly unfounded or excessive. We will verify your identity before disclosing or acting on any request relating to personal data. We aim to respond to all requests within 30 days.

13. Complaints and Regulatory Oversight

If you believe we have handled your personal data in a way that does not comply with this policy or applicable law, we encourage you to raise your concern with us directly in the first instance. We take all privacy complaints seriously and will investigate and respond promptly.

13.1 Internal Complaints Process

- Submit your complaint in writing to caringtouchfoundation@gmail.com (subject line: "PRIVACY COMPLAINT") or by post to the address in Section 2
- We will acknowledge your complaint within 5 working days and aim to resolve it within 30 days
- If your complaint is complex, we may take up to 60 days, of which we will notify you within the initial 30 days
- Where we cannot resolve a complaint to your satisfaction, we will explain why and outline the options available to you

13.2 Regulatory Complaints

If you are not satisfied with our response to your complaint, or if you believe our processing of your personal data violates applicable law, you have the right to lodge a complaint with the relevant regulatory authority:

Nigeria	Nigeria Data Protection Commission (NDPC) Website: ndpc.gov.ng For data processing activities in Nigeria under the NDPA 2023
European Union	The data protection supervisory authority in your EU member state For individuals in the EEA whose data is processed by us
United Kingdom	Information Commissioner's Office (ICO) Website: ico.org.uk For individuals in the UK

14. Social Media and Third-Party Links

Our website contains links to third-party websites and platforms, including social media platforms. This Privacy Policy does not apply to those third-party sites. We encourage you to read the privacy policies of any third-party site you visit.

Where we maintain social media accounts (on Instagram, Facebook, X, YouTube, and similar platforms), the privacy of personal data shared on those platforms is governed by the platform's own privacy policy. We do not control how those platforms use data about interactions with our content.

We apply additional care when social media content involves or mentions children in our programs. We do not tag or identify children in any social media posts. We do not share content about individual children that could be combined with other publicly available information to identify them.

15. Changes to This Privacy Policy

We review this Privacy Policy at least annually and whenever there is a significant change in our operations, applicable law, or the nature of data we process. The most current version of this policy is always available at caringtouchfoundation.org/privacy-policy.

Where we make material changes to this policy, we will notify affected individuals by email (where we hold email addresses) and will post a clear notice on our website for at least 30 days. Changes take effect from the date stated in the revised policy, subject to applicable law.

The version number and effective date at the top of this document identify the current version. Previous versions are retained in our internal policy archive.

16. Contact Us

For any questions about this Privacy Policy, how we handle your personal data, or to exercise your rights, please contact us:

Caring Touch Family Foundation

No. 17, Unity Drive, Akoto Estate, Elebu, Ibadan, Oyo State, Nigeria

Email: caringtouchfoundation@gmail.com

Telephone: +234 816 780 5584 | +234 907 706 1405

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