

# Get to know us

## Important information

The work of UNHCR, the United Nations Refugee Agency, is entirely humanitarian and guided by internationally recognized principles of humanity, neutrality, impartiality and independence. UNHCR provides assistance and emergency relief to forcibly displaced persons and their host communities within Myanmar, including following the earthquake of 28 March.

As part of the assistance distribution, UNHCR and its trusted partners collect some of your personal data to keep a record of the items provided. This includes your name, the number of family members in your household and their sex, the items you received, your signature and phone number as well as the name of the place where you are living.

Following the distribution, you might be randomly selected and contacted by UNHCR's trusted partner who will enquire about the distribution and the use of the distributed items. To this end, UNHCR may share your personal data with our trusted partner.

If you have any **questions** or would like to **share any suggestions or complaints** regarding UNHCR assistance and/or the items you received, you can reach UNHCR by:

- Calling the **UNHCR Helpline in North-West** at 09 880 894 701 (Monday to Friday, from 8:30 to 17:00)
- Sending UNHCR a **message via the contact form** (<https://help.unhcr.org/myanmar/my/suggestion-complaints/>)
- Sending UNHCR an **email** to: [myaya@unhcr.org](mailto:myaya@unhcr.org)

**Important: All UNHCR services and assistance are free of charge. You should never pay for any UNHCR service or assistance at any stage.**

**If UNHCR staff or UNHCR partners ask you or others for money or any (sexual) favors, please report this misconduct through any of the channels listed above or directly to the Inspector General's Office at UNHCR Headquarters:**

- By **email** ([inspector@unhcr.org](mailto:inspector@unhcr.org))
- By using the **online complaint form** linked on UNHCR's website with more information on how to report misconduct (<https://help.unhcr.org/myanmar/reporting-fraud-and-misconduct/>)

**UNHCR takes all complaints seriously. Filing a complaint will not in any way impact UNHCR assisting you. If you make a complaint, UNHCR will keep it confidential and will follow up safely. You can also make a complaint anonymously; please provide as many details as possible of the incident and facts.**