

Who we are

ID Insight, Inc. and its affiliates (“IDinsight,” “we,” “our,” and/or “us”) values the privacy of individuals who use our websites (including <https://www.idinsight.org>), applications, or services that link to this Privacy Policy (collectively, our “Services”). This privacy policy (the “Privacy Policy”) explains how we collect, use, and disclose Personal Information from users of our Services. As used in this Privacy Policy, “Personal Information” means any information relating to an identified or identifiable individual. By using our Services, you agree to the collection, use, and disclosure of your Personal Information as described in this Privacy Policy. Beyond this Privacy Policy, your use of our Services is also subject to our [Terms of Service](#).

The information we collect

We may collect a variety of Personal Information from or about you or your devices from various sources, as described below.

A. INFORMATION YOU PROVIDE TO US

Donations. When you donate to us, we may receive your name, email address, phone number, and other information you decide to submit. Your credit card information, billing information, and any other financial information necessary to complete your purchase (“Payment Information”) is processed by our third-party payment processor (such as Stripe), and we do not collect, store, or process your Payment Information. For more information, please see the section Payment Processing below.

Communications. If you contact us directly, we may receive additional Personal Information about you. For example, when you contact us for general inquiries about IDinsight or for support, we will receive your name, email address, and the contents of your communication. When we send you emails, we may track whether you open them to learn how to deliver a better customer experience and improve our Services. If you subscribe to our newsletter, we will receive your name and email address.

Careers. If you decide to apply for a job with us, we will collect the Personal Information you provide to us as part of your job application, such as your contact information and other information you submit with your application and/or include on your resume. If you apply for a job with us through a third-party platform (such as Glassdoor or LinkedIn), we will collect the Personal Information you make available to us through such third-party platform.

Survey Responses. From time to time, we may host surveys on our Services, in which at times may be in partnership with third parties, such as universities. We will collect any information you include in your responses to such surveys, and we may share your responses with our third-party partners in accordance with this Privacy Policy.

B. INFORMATION WE COLLECT WHEN YOU USE OUR SERVICES

Contact Information. Some of our Services may require your contact information, such as an email address or phone number.

Location Information. We may infer your general location information (for example, your IP address may indicate your general geographic region).

Device Information. We receive information about the device and software you use to access our Services.

Usage Information. To help us understand how you use our Services and to help us improve them, we automatically receive information about your interactions with our Services, such as the pages or other content you view, the searches you conduct, and the dates and times of your visits.

Information from Cookies and Similar Technologies. Cookies are small files of letters and numbers that we store in your browser or the hard drive of your computer. They contain information that is transferred to your computer's hard drive. We use cookies, beacons, invisible tags, and similar technologies (collectively "**Cookies**") to collect information about your browsing activities and to distinguish you from other users of the Services. This aids your experience when you use the Services and allows us to improve the functionality of the Services. Cookies can be used for performance management, collecting information on how our Services are being used for analytics purposes. They can also be used for functionality management, enabling us to make the user's visit more efficient by, for example, remembering language preferences, passwords, and log-in details. We may also use pixel tags and web beacons on our Services. Pixel tags are tiny graphic images placed on web pages or in our emails that allow us to determine whether you have performed a specific action. Below is an overview of the types of Cookies we and third parties may use to collect information.

- **Strictly Necessary Cookies.** Some Cookies are strictly necessary to make the Services available to you. We cannot provide you with the Services without these Cookies.
- **Functional Cookies.** These are used to recognize you when you return to the Services. This enables us to adapt our content for you, and remember your preferences (for example, your choice of language or region).
- **Analytical or Performance Cookies.** We also use Cookies for website and application analytics purposes to operate, maintain, and improve our Services. We may use our own cookies or use third-party analytics providers to collect and process certain analytics data on our behalf. These providers may also collect information about your use of other websites, applications, and online resources. You can opt out of Google Analytics without affecting how you visit our Services by [adding an opt-out browser add-on](#).

Where required by applicable law, we obtain your consent to use Cookies. You can find more information about your rights and choices, and how to block the use of certain Cookies, in the section Your Rights and Choices below.

C. PAYMENT PROCESSING

When you donate to IDinsight, your payment is processed by a third-party payment processor such as Stripe (“**Payment Processor**”). This Payment Processor may collect Personal Information from you, including your name, email address, and billing address. The use of your Personal Information by the Payment Processor is governed by its terms and conditions and privacy policy, and Personal Information we receive about you from our Payment Processor is governed by this Privacy Policy.

D. INFORMATION WE RECEIVE FROM THIRD PARTIES

We may receive additional Personal Information about you from third parties and combine it with other Personal Information we have about you.

How we use the personal information we collect

We use the Personal Information we collect:

- To provide, maintain, debug, improve, and enhance our Services;
- To process donations and fundraising efforts;
- To understand and analyze how you use our Services, analyze donor trends, and develop new products, services, features, and functionalities;
- To communicate with you, provide you with updates and other information relating to our Services, provide information that you request, respond to comments and questions, and otherwise provide customer support;
- To send you push notifications and/or text messages;
- For marketing purposes, such as developing and providing promotional and advertising materials that may be useful, relevant, valuable, or otherwise of interest to you;
- To find and prevent fraud, and respond to trust and safety issues that may arise;
- For compliance purposes, including enforcing our Terms of Service or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency; and
- For other purposes for which we provide specific notice at the time the Personal Information is collected.

Legal bases for processing European personal information

If you are located in the EEA or the United Kingdom, we only process your Personal Information when we have a valid legal basis, including when:

- **Consent.** You have consented to the use of your Personal Information. For example, we may process your Personal Information when you submit a job application through our Services.

- **Contractual Necessity.** We require your Personal Information to provide you with the Services. For example, we may use your Personal Information to respond to your inquiries.
- **Compliance with a Legal Obligation.** We have a legal obligation to use your Personal Information. For example, we may use your Personal Information to comply with tax and accounting obligations.
- **Legitimate Interests.** We or a third party have a legitimate interest in using your Personal Information. Specifically, we have a legitimate interest in using your Personal Information for product development and internal analytics purposes, and otherwise to improve the safety, security, and performance of our Services. We only rely on our, or a third party's, legitimate interests to process your Personal Information when these interests are not overridden by your rights and interests.

How we share the information we collect

We do not share or otherwise disclose Personal Information we collect from you except as described below or otherwise disclosed to you at the time of the collection.

Affiliates. We may share any Personal Information we receive with our affiliates for any of the purposes described in this Privacy Policy.

Vendors and Service Providers. We may share any Personal Information we receive with vendors and service providers retained in connection with the provision of our Services.

Marketing. We do not rent, sell, or share Personal Information about you with nonaffiliated companies for their direct marketing purposes unless we have your permission.

Analytics Partners. We use analytics services such as Google Analytics to collect and process certain analytics data. These services may also collect information about your use of other websites, applications, and online resources. You can learn about Google's practices by going to <https://www.google.com/policies/privacy/partners/> and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

As Required by Law and Similar Disclosures. We may access, preserve, and disclose your Personal Information if we believe doing so is required or appropriate to: (a) comply with law enforcement requests and legal process, such as a court order or subpoena; (b) respond to your requests; or (c) protect your, our, or others' rights, property, or safety.

Merger, Sale, or Other Asset Transfers. We may disclose and transfer your Personal Information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company or we sell, liquidate, or transfer all or a portion of our business or assets.

Consent. We may also disclose Personal Information from or about you or your devices with your permission.

Your rights and choices

Do Not Track. There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

How to Block Cookies. You can block Cookies by setting your internet browser to block some or all the Cookies. However, if you use your browser settings to block all Cookies (including essential Cookies) you may not be able to access all or parts of our Services. By using our Services, you consent to our use of Cookies and our processing of Personal Information collected through such Cookies, in accordance with this Privacy Policy. You can withdraw your consent at any time by deleting placed Cookies and disabling Cookies in your browser, or as explained below. You can change your browser settings to block or notify you when you receive a Cookie, delete Cookies, or browse our Services using your browser's anonymous usage setting. Please refer to your browser instructions or help screen to learn more about how to adjust or modify your browser settings. If you do not agree to our use of Cookies or similar technologies which store information on your device, you should change your browser settings accordingly. Some features of our Services may not function properly if you do not accept Cookies or these technologies. Where required by applicable law, you will be asked to consent to certain Cookies and similar technologies before we use or install them on your computer or other device.

Your European Privacy Rights. If you are located in the EEA or the United Kingdom, you have the additional rights described below.

- You may request access to the Personal Information we maintain about you, update and correct inaccuracies in your Personal Information, restrict or object to the processing of your Personal Information, have the Personal Information anonymized or deleted, as appropriate, or exercise your right to data portability to easily transfer your Personal Information to another company. You also have the right to lodge a complaint with a supervisory authority, including in your country of residence, place of work, or where an incident took place.
- You may withdraw any consent you previously provided to us regarding the processing of your Personal Information, at any time and free of charge. We will apply your preferences going forward and this will not affect the lawfulness of the processing of your Personal Information before you withdrew your consent.
- You may exercise these rights by contacting us using the contact details at the end of this Privacy Policy. Before fulfilling your request, we may ask you to provide reasonable information to verify your identity. Please note that there are exceptions and limitations to each of these rights, and that while any changes you make will be reflected in active user databases instantly or within a reasonable period, we may retain information for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

Third parties

Our Services may contain links to other websites, products, or services that we do not own or operate ("**Third-Party Services**"). We are not responsible for the privacy practices of these Third-Party Services. Please be aware that this Privacy Policy does not apply to your activities on these Third-Party Services or any Personal Information you disclose to these Third-Party Services. We encourage you to read the privacy policies of these Third-Party Services.

Retention

We take measures to delete your Personal Information or keep it in a form that does not permit identifying you when this Personal Information is no longer necessary for the purposes for which we process it unless we are required by law to keep this Personal Information for a longer period. When determining the specific retention period, we take into account numerous factors, such as the type of service provided to you, the nature and length of our relationship with you, and mandatory retention periods provided by law and the statute of limitations.

Security

We make reasonable efforts to protect your Personal Information by using physical and electronic safeguards designed to improve the security of the Personal Information we maintain. However, as no electronic transmission or storage of Personal Information can be entirely secure, we can make no guarantees as to the security or privacy of your Personal Information.

Children's privacy

We do not knowingly collect, maintain, or use Personal Information from children under 13 years of age, and no part of our Services are directed to children. If you learn that a child has provided us with Personal Information in violation of this Privacy Policy, please alert us at legal@idinsight.org.

International visitors

Our Services are hosted in the United States and intended for visitors located within the United States. If you choose to use our Services from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your Personal Information outside of those regions to the United States for storage and processing. We may transfer Personal Information from the European Union or the United Kingdom to the United States as needed to perform the Services that you have requested from us. Also, we may transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the Services. By providing any information, including Personal Information, on or to our Services, you consent to such transfer, storage, and processing.

Changes to this privacy policy

We will post any adjustments to the Privacy Policy on this page, and the revised version will be effective when it is posted. If we materially change the ways in which we use or share Personal Information previously collected from you through the Services, we will attempt to notify you through the Services, by email, or by other means.

Contact information

If you have any questions, comments, or concerns about our processing activities, please email us at legal@idinsight.org or write us at:

IDinsight, P.O. Box 689, San Francisco, CA 94104-0689

This policy was last updated: 17/03/2021

