NetHope Privacy Policy

Introduction
This policy sets out how we collect, process and hold your personal data if you participate in a NetHope event, book through our ticket shop, sign up to a service we offer, fill in a form via one of our websites, provide a payment to us, or otherwise provide personal data to us.

Who we are
We are NetHope at

NetHope, Inc.
c/o CSM Accounting Associates
10615 Judicial Drive
Suite 402
Fairfax, VA 22030

https://nethope.org/
privacy@nethope.org

What this policy applies to
This policy relates to information obtained by NetHope and for which NetHope is the Data Controller. That is to say, data for which NetHope sets the purpose of the use, as well as how this data will be used, and when we may share it. This policy affects your legal rights and obligations so please read it carefully.

For ease of your understanding and reference, we have combined our Privacy Policy with our expected Terms of Use. This document is divided into Your Rights (Privacy Policy), and Your Responsibilities (Terms of Use).

If you have any questions, please contact us at privacy@nethope.org.

Description of Services

NetHope’s Purpose
NetHope, a consortium of leading global non-profits, unites with technology companies and funding partners to design, fund, implement, adapt, and scale innovative approaches to solve development, humanitarian, and conservation challenges. Together, the NetHope community strives to transform the world for the better, building a platform of hope for those who receive aid and those who deliver it.

We take active steps to make sure that our community members, partners, and supporters are aware of the ways in which they can help us achieve our overall purpose.

To this end NetHope provides websites, events, match making and project spaces, and does fundraising. These activities may be virtual or face to face or a combination of both.

Why we hold and process personal data and how it relates to our purpose:

• To keep a record of our content usage, events attended, donations made and/or actions taken by people and our communications with them
• To send people marketing information about our projects, fundraising activities and appeals where we have their consent or are otherwise allowed to do so
• To support fundraising and campaigning
• To fulfil contractual obligations entered into e.g. online purchases
• To keep people safe, whether they are visitors to our websites, staff or participants in events, both virtually and face to face
• To comply with legal obligations
• To manage our organisation
• To ensure we do not send unwanted information to people who have informed us they do not wish to be contacted.

Your Rights (Privacy Policy)
A reminder about what your rights are:

NetHope would like to make sure you are fully aware of all of your data protection rights. Even though not all of these are law in every jurisdiction, NetHope would like to make clear that every user of our services is entitled to the following:

• **The right to access**: You have the right to request NetHope for copies of your personal data. We may charge you a small fee for this service, if we are entitled to do so.
• **The right to rectification**: You have the right to request that NetHope corrects any information about you that you believe is inaccurate. You also have the right to request NetHope to complete the information you believe is incomplete.
• **The right to erasure**: You have the right to request that NetHope erase your personal data, under certain conditions.
• **The right to restrict processing**: You have the right to request that NetHope restrict the processing of your personal data, under certain conditions.
• **The right to object to processing**: You have the right to object to NetHope’s processing of your personal data, under certain conditions.
• **The right to data portability**: You have the right to request that NetHope transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: privacy@nethope.org.

What data do we collect?

In connection with NetHope’s stated mission, purposes and activities, we may collect the following personal information about you:

• Name,
• Address (personal and/or place of work)
• Telephone number(s)
• Company name (and similar affiliations)
• Email address(es) and/or your social media contact name(s)
• Payment information such as credit/debit card details.
• Photographs or videos that capture your likeness
We may also collect personal data that you give to us about other people if, for example, you register them to attend an event. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this and may notify other parties of this in accordance with the law. If you notice that your data is inaccurate you are welcome to contact us to change it.

We do not anticipate that we will capture “special category” data such as medical information, racial or ethnic profile, religious beliefs, trade union memberships, or political opinions. If we do need to collect this kind of data for a specific activity we will provide a Privacy Notice for that specific activity.

How do we collect your data and how do we use that data?
You directly provide us with most of the data we collect about you. We collect data and process data about you when you:

• Register online or place an order for any of our products, activities or services, like attending one of our online or face to face events.
• Voluntarily complete a survey or provide feedback in any of our message boards, online forms or via email.
• Use or view or log in to our websites via your browser’s cookies.

We may also receive your data indirectly from the following sources:

• If someone else has registered you for an activity or event of ours, or otherwise shared that you may be interested in hearing from us.

Data that is automatically collected by us online
You do not need to explicitly provide us with any personal data to view some parts of our websites. However, we, or third parties on our behalf, may still automatically collect and store information about your device and your activities while you are on our sites.

This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns, which may include your geographical location.

We use Google Analytics and web browser cookies for standard website traffic analysis and to improve our website content and display. We use this information to provide you with content we think will be more relevant to you.

You may configure your Internet browser to notify you when a cookie is sent (giving you the option to decide whether to accept it or not), and to reject or remove cookies. However, if you reject or remove cookies from your web browser, you may not be able to access certain pages or use important functions on our websites, like remaining logged in. To disable cookies, please consult your browser’s help section for instructions or you can learn more about cookies here.

Our websites use Google Analytics, a website usage analytics service provided by Google, Inc. Google Analytics sets a cookie in your browser in order to evaluate your use of our websites and then
COMMITTED TO IMPROVING THE HUMAN CONDITION

compiles reports for us about activity and behaviours on our websites. You can get further instructions for rejecting or deleting these specific cookies from Google here: https://privacy.google.com

Events
If you attend a NetHope event we may keep a record of your attendance. We may also keep records of your interactions with the content as well as with other people, and/or sponsors or other partners that are part of the event.

We use this information within NetHope to enable us to provide a high-quality and demand-led service to our members, partners and attendees. We use this type of information to help connect the right people at the right time to the information they need, strengthening collaboration and opportunities for everyone to succeed.

Sponsorship plays a critical part in enabling us to bring together our members, tech partners, donors and thought leaders. If our events or activities are sponsored, or produced in collaboration with other organizations, then we may ask you if we can pass your information on to those sponsors or other named third parties. We will always let you know who they are in advance and we will not pass on your details unless we have your consent, or it is legal for us for us to do so.

To foster community and help people connect, as well as to market our events in the future, we may take video or photos of attendees. By joining our events and, if appropriate, giving your consent, you understand that we will use these images and videos in the future to promote NetHope and our Member organisations. If you would like us to stop using your image you are welcome to contact us at any time and we will action that request.

Websites and other enabling digital technologies
Our websites, apps, conference tools, online forms and surveys, ticket management, payment platforms and similar technologies (mentioned at the beginning of this policy) are sometimes hosted or provided by third party service providers on servers that may not be in Europe (for example they may be hosted in the United States). We will have appropriate legal contracts that cover your data protection and privacy with all our third party service providers (called Data Processors under EU GDPR Privacy laws). We may provide personal information to these third parties, but we authorize them to use this personal information only in connection with the services they perform on our behalf and as stipulated in our contracts with them. In addition, such parties are bound by contract to have reasonable measures to protect your personal information from unauthorized access, use or disclosure unless they are required by law to do so.

The privacy practices set forth in this Privacy Policy are for NetHope websites, events and other specified activities only. Other sites hosted by third parties may have different practices, and even if we provide links or content from these other third parties, NetHope has no control over those websites and is not responsible or liable for the policies and practices followed by those third parties. Thus, if you link to, follow a link, or otherwise visit any other websites or content managed by third parties that are not NetHope, please review the privacy policies posted at those sites.

Surveys and registration forms
For some of our activities, like providing sector-insights or event’s registration, we will use online forms and surveys to collect your contact information. We will, where practical, limit the personal information you give us to the bare minimum needed to perform the stated activity. Where appropriate we will ask your consent for the information you give us.
We also remind you that if you are filling in a form on someone else’s behalf that you have the responsibility to ensure you have their consent to give us their information, and that you have informed them of this privacy policy.

Once you have submitted information, we may use these details to contact you again about that particular initiative or activity or about related events or similar thematic activities. We will always give you the option to stop these communications if you wish, by providing you with an unsubscribe button or a contact person within NetHope who can remove you from the contact list.

Marketing and outreach activities
NetHope is an organisation built on collaboration – the idea that bringing people together can help solve some of the world’s toughest problems. For this reason, we will use contact information that we have for you to inform you of opportunities to collaborate, events to attend, and initiatives to join with us.

Once contacted, you may opt-out of receiving emails or similar communications by clicking the unsubscribe button in the email footer or similar. In other formats, such as social media or online forums we will provide you with ways to close or delete your account, or to stop hearing from us. If you are unsure you are also welcome to contact us for help to do this.

When we will share your information
We may need to share your information with service providers who help us to deliver our services, activities or events. These "data processors" will only act under our instruction and are subject to pre-contract scrutiny and, as appropriate, contractual obligations containing strict data protection clauses. We do not allow these organisations to use your data for their own purposes or disclose it to other third parties without our consent and we will take all reasonable care to ensure that they keep your data secure.

We will not use or share or sell your personal information in ways unrelated to those described in this Privacy Policy without first notifying you and offering you a choice as to whether or not we may use your personal information in this different manner, unless we are legally obliged or may do so according to the law.

For example, we may also disclose your personal information to protect our rights or property in cases of suspected fraud, to enforce our terms of use and legal notices, as required or permitted by law, or at the request of government regulators or other law enforcement officials and the courts (including the issuance of a valid subpoena). We shall try to notify you of these types of sharing activities if we are able to do so, but we have no duty to notify you of such compliance with the law.

How we look after your information (data security)
In accordance with applicable regulations, we will maintain reasonable technical and organizational measures to protect personal information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure, or access.

We use secure socket layer (SSL) encryption technology to protect your identity and payment card information that we collect when you make a donation or similar activity with us. Of course, no information security system can be 100% secure, but we will endeavour to keep your information as safe as possible. To do this we will train our staff, minimise access to personal information, and put appropriate controls on our contracted third parties.
Access to your information
You can access, correct and update your personal information by contacting us as described at the end of this Privacy Policy.

Changes to this privacy policy
If we make any material changes to this Privacy Policy, we will post a revised link on the home page of our websites or forums or events that indicates Newly Revised Privacy Policy or a comparable notification about the changes. You should check this website periodically to see if any recent changes to this Privacy Policy have been made. You can also tell if this Privacy Policy has changed recently by reviewing the Effective Date posted at the beginning of this Privacy Policy.

Contact us
If you have any questions about this Privacy Statement or our privacy practices, please contact us privacy@nethope.org

Or write to us:
NetHope, Inc.
c/o CSM Accounting Associates
10615 Judicial Drive
Suite 402
Fairfax, VA 22030

https://nethope.org/
privacy@nethope.org

Your Responsibilities (NetHope’s Terms of Use and Participation for its services)
Your use of NetHope’ services, and your attendance of NetHope events or our activities constitutes your agreement to abide by our Terms of Use and Participation. These parts of this policy are about the behaviours we expect from you when you engage with us and our services.

NetHope and its associates reserve the right to refuse or cancel our services, terminate accounts, or remove or edit content in our sole discretion, but we are not obliged to do so.

You must keep your account and password confidential
When you use our services you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. We will hold you responsible for actions undertaken by the account that is assigned to you.

Limitations on who may use our services or attend our activities
NetHope does not knowingly collect, either online or offline, personal information from persons under the age of thirteen. If you are under 18, you may only our services or participate in our activities with the permission of a parent or guardian. We expect all of our attendees and participants to follow our Terms of Use to ensure an enjoyable and fruitful experience for everyone (as set out in the Your Responsibilities section below).

Links to third party sites/Third party services
Our sites or online communications may contain links to other websites (“Linked Sites”). The Linked Sites are not under the control of NetHope and NetHope is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. NetHope is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by NetHope of the site or any association with its operators.

Similarly, we understand that you will link to other websites as part of your correspondence with us or with others within our services. However, you are responsible for ensuring the content you are linking to is relevant to the audience you are sharing to, and you will only endeavour to share content that is lawful and does not fall into the definition of prohibited or contravening Intellectual Property as outlined below.

**No unlawful or prohibited use (including Intellectual Property)**

You are granted a non-exclusive, non-transferable, revocable license to access and use our sites and attend our events strictly in accordance with these terms of use. As a condition of your use and participation, you warrant to NetHope that you will not use the sites or events for any purpose that is unlawful or prohibited by these Terms. You may not use the Site in any manner which could damage, disable, overburden, or impair the sites or activities, or interfere with any other party's use and enjoyment of the sites or activities. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the sites or activities.

You will not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the NetHope’s sites or in its activities. NetHope content is not for resale.

Your use of our services does not entitle you to make any unauthorized use of any protected content, and in particular: you will not delete or alter any proprietary rights or attribution notices in any content and you will not share any other persons personal information beyond the specific service, forum, activity or event. You will use protected content solely for your personal use, and will make no other use of the content without the express written permission of NetHope and the copyright owner. You agree that you do not acquire any ownership rights in any protected content. We do not grant you any licenses, express or implied, to the intellectual property of NetHope or our licensors except as expressly authorized by these Terms.

All content included as part of the Service, such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, is the property of NetHope or its suppliers and protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright and other proprietary notices, legends or other

**Proper use of communication services**

NetHope sites, events, services and activities may contain bulletin board services, chat areas, news groups, forums, communities, personal web pages, calendars, and/or other message or communication facilities designed to enable you to communicate with the public at large or with a group (collectively, “Communication Services”), you agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service.
By way of example, and not as a limitation, you agree that when using a Communication Service, you will not: defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others; publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information; upload files that contain software or other material protected by intellectual property laws (or by rights of privacy of publicity) unless you own or control the rights thereto or have received all necessary consents; upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another’s computer; advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Service specifically allows such messages; conduct or forward surveys, contests, pyramid schemes or chain letters; solicit work or payments; download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner; falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded, restrict or inhibit any other user from using and enjoying the Communication Services; violate any code of conduct or other guidelines which may be applicable for any particular Communication Service; harvest or otherwise collect information about others, including e-mail addresses, without their consent; violate any applicable laws or regulations.

NetHope has no obligation to monitor the Communication Services. However, NetHope reserves the right to review materials posted to a Communication Service and to remove any materials in its sole discretion. NetHope reserves the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever, including if it violates our terms of use.

NetHope reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in NetHope’s sole discretion and as long as it is lawful to do so.

Always use caution when giving out any personally identifying information about yourself or your children in any Communication Service. NetHope does not control or endorse the content, messages or information found in any Communication Service and, therefore, NetHope specifically disclaims any liability with regard to the Communication Services and any actions resulting from your participation in any Communication Service, where it is lawful to do so.

NetHope understands that by the nature of some of these Communication Services you and others may share more personal or sensitive information about themselves than is strictly necessary, or more than NetHope expressly asked for to run the service, for example during a conversation. NetHope will endeavour to safeguard this information with the same level of care as the information you must provide to get access to NetHope’s services, but NetHope is not liable or responsible for this additional information that was not requested by NetHope. Do not upload personal or sensitive information about other people unless you have their full informed consent and have shared this policy with them.

Materials uploaded to a Communication Service may be subject to posted limitations on usage, reproduction and/or dissemination. You are responsible for adhering to such limitations if you upload the materials.
Managers and hosts within these Communications Services are not authorized NetHope spokespersons, and their views do not necessarily reflect those of NetHope.

Ownership of materials provided to NetHope sites, services, events, or activities

NetHope does not claim ownership of the materials you provide to via our services, activities or events (including feedback and suggestions), whether posts, uploads, inputs or submissions or similar, to any NetHope Site or our associated services (collectively “Submissions”).

However, by posting, uploading, inputting, providing or submitting your Submission you are granting NetHope, our affiliated companies and necessary sublicensees permission to use your Submission in connection with the operation of their Internet businesses including, without limitation, the rights to: copy, distribute, transmit, publicly display, publicly perform, reproduce, edit, translate and reformat your Submission. We will only publish your name in connection with your Submission if you have given your consent, or it is lawful for us to do so.

No compensation will be paid with respect to the use of your Submission, as provided herein.

NetHope is under no obligation to post or use any Submission you may provide and may remove any Submission at any time in NetHope’s sole discretion.

By posting, uploading, inputting, providing or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input or submit the Submissions.

Third Party Accounts

For some services and activities, you will be able to connect your NetHope account(s) to third party accounts. By connecting your NetHope account to your third party account, you acknowledge and agree that you are consenting to the continuous release of information about you to others (in accordance with your privacy settings on those third party sites). If you do not want information about you to be shared in this manner, do not use this feature.

International Users

The Service is controlled, operated, and administered by NetHope from our offices within the USA. If you access the Service from a location outside the USA, you are responsible for compliance with all local laws. You agree that you will not use the NetHope Content accessed through our services, events, or activities in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

Indemnification

You agree to indemnify, defend and hold harmless NetHope, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorneys’ fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. NetHope reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with NetHope in asserting any available defenses.
Liability disclaimer

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. NETHOPE, INC. AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SITE AT ANY TIME.

NETHOPE, INC. AND/OR ITS SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS CONTAINED ON THE SITE FOR ANY PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND. NETHOPE, INC. AND/OR ITS SUPPLIERS HEREBY DISCLAIM ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL NETHOPE, INC. AND/OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF THE SITE, WITH THE DELAY OR INABILITY TO USE THE SITE OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH THE SITE, OR OTHERWISE ARISING OUT OF THE USE OF THE SITE, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF NETHOPE, INC. OR ANY OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SITE, OR WITH ANY OF THESE TERMS OF USE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SITE.

Termination/access restriction

NetHope reserves the right, in its sole discretion, to terminate your access to the Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the State of Virginia and you hereby consent to the exclusive jurisdiction and venue of courts in Virginia in all disputes arising out of or relating to the use of the Site. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including, without limitation, this section.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and NetHope as a result of this agreement or use of the Site. NetHope’s performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of NetHope's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the Site or information provided to or gathered by NetHope with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.
A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish to the parties that this agreement and all related documents be written in English.

**Changes to Terms**

NetHope reserves the right, in its sole discretion, to change the Terms under which NetHope’s sites, services, activities and events are offered. The most current version of the Terms will supersede all previous versions. NetHope encourages you to periodically review the Terms to stay informed of our updates.

**Contact Us**

NetHope welcomes your questions or comments regarding the Privacy Policy and the Terms of Use. You can find our contact details at the beginning of this document in the [Who We Are](#) section.