

Last Updated: December 8, 2016

ForGood Customer Privacy Policy

This privacy policy governs your use of all services provided by ForGood, LLC (ForGood).

What information does our service obtain and how is it used?

ForGood collects information to provide better services to all of our users. We collect information in the following ways:

Information you give us. For example, our services require you to use a ForGood Account. We will ask for personal information, like your name, email address, telephone number, or preferred language to store with your account.

Information we get from your use of our services. We collect information about the services that you use and how you use them. This information includes:

- **Device Information**

We collect device-specific information (such as your hardware model, operating system version, and mobile network information). ForGood may associate your devices with your ForGood Account.

- **Log Information**

When you use our services or view content provided by ForGood, we automatically collect and store certain information in server logs.

This includes:

- Details of how you used our service, such as your search queries
- Internet protocol address
- Device event information, such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL

- **Location Information**

When you use ForGood services, we may collect and process precise, real-time information about your actual location. For example, we can filter programs, survey languages and options, or record the current location of media and survey responses. We use various technologies to determine location, including IP address, GPS and other sensors that may, for example, provide ForGood with information on nearby devices, Wi-Fi access points and mobile towers. We will not share your current location with other users or our partners. If you do not want us to use your location for the purposes set forth above, you should turn off the location services for the mobile application located in your mobile device settings and/or within the mobile application.

- **Unique Application Numbers**

Certain services include a unique application number. This number and information about your installation (for example, the operating system and application version number) may be sent to ForGood when you install or uninstall that service or when that service periodically contacts our services, such as for automatic updates and uploading media and survey responses.

- **Local Storage**

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

- **Cookies and similar technologies**

ForGood and our trusted partners use various technologies to collect and store information when you visit a ForGood service, and this may include using cookies or similar technologies to identify your browser or device. We also use these technologies to collect and store information when you interact with services we offer to our trusted partners, such as ForGood features that may appear on other sites.

Information we collect when you are signed in as a user of ForGood, in addition to information we obtain about you from trusted partners may be associated with your ForGood Account. When information is associated with your ForGood account, we treat it as personal information.

How we use information that we collect

ForGood uses the information collected from all of our services to provide, maintain, protect and improve them, to develop new services and to protect ForGood and our users.

We may use the name that you provide for your ForGood Profile across all of the services that we offer that require a ForGood Account. In addition, we may replace past names associated with your ForGood Account, so that you are represented consistently across all our services.

If you have a ForGood account, we may display your Profile name, and actions you take on ForGood or on partner applications connected to your ForGood account in our services.

When you contact ForGood, we keep a record of your communication to help solve any issues you might be experiencing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements.

We use information collected from cookies and other technologies, to improve your user experience and the overall quality of our services. For example, by saving your language preferences, we will be able to have our services appear in the language you prefer. We will not associate an identifier from cookies or similar technologies with sensitive categories, such as those based on race, religion, sexual orientation or health.

We will ask your consent before using information from a purpose other than those set out in this Privacy Policy.

ForGood processes personal information on servers in many countries around the world. We may process your personal information on a server located outside the country where you live.

Accessing and updating your personal information

Whenever you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request.

We may reject requests that are unreasonably repetitive, require disproportionate technical effort (for example, developing a new system or fundamentally changing an existing practice), risk the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup systems).

Where we can provide information access and correction, we will do so free of charge, except where it would require a disproportionate effort. We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems.

Information that we share

ForGood does not share personal information with companies, organizations and individuals outside of ForGood unless one of the following circumstances applies:

- **With your consent**

We will share personal information with companies, organizations or individuals outside of ForGood when we have your consent to do so. We require opt-in consent for sharing of any sensitive personal information such as confidential medical facts, racial or ethnic origins, political or religious beliefs or sexuality.

- **For legal reasons**

We will share personal information with companies, organizations or individuals outside ForGood if we believe in good faith that access, use, preservation, or disclosure of the information is reasonable necessary:

- As required by law, such as to comply with a subpoena, or similar legal process
- To enforce applicable Terms of Service, including investigation of potential violations
- To detect, prevent or otherwise address fraud, security or technical issues
- When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request
- If ForGood is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our web site of any change in ownership or uses of this information, as well as any choices you may have regarding this information. We will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

- **For external processing**

We provide personal information to our affiliates and other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

ForGood may share non-personally identifiable information publicly and with our partners. For example, we may share information publicly to show trends about the general use of our services.

Your opt-out rights

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network. You can also request to opt-out via email, at legal@forgood.org.

Information security

ForGood works hard to protect itself and its users from unauthorized access to or unauthorized alteration, disclosure or destruction of information that we hold. In particular:

- We encrypt many of our services using SSL.
- We review our information collection, storage, and processing practices, including physical security measures, to guard against unauthorized access to systems.
- We restrict access to personal information to ForGood employees, contractors, and agents who need to know that information in order to process it for us and who are subject to the strict contractual confidentiality obligations. They may be disciplined or their contract terminated if they fail to meet these obligations.

Managing your information

We will retain User Provided data for as long as you use the Application and for a reasonable time thereafter. We will retain Automatically Collected information until it is no longer necessary and thereafter may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the Services, please contact us at legal@forgood.org. ForGood will remove your User Provided Data from our Services within 30 days after receiving your request. Please note that some or all of the User Provided Data may be required in order for the Application to function properly.

Changes

This Privacy Policy may be updated from time to time for any reason. We will not reduce your rights under this Privacy Policy without your explicit consent. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy and informing in writing or by email. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes. You can check the history of this policy by clicking [here](#).

Your consent

By using the services, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in the United States. If you reside outside the United States your information will be transferred, processed and stored there under United States privacy standards.

Key Terms

Non-personally identifiable information: This is information that is recorded about users so that it no longer reflects or references an individually identifiable user.

Personal information: This is information which you provide to us which personally identifies you, such as your name, email address or billing information, or other data which can be reasonably linked to such information by ForGood, such as information we associate with your ForGood account.

Sensitive personal information: This is a particular category of personal information relating to confidential medical facts, racial or ethnic origins, political or religious beliefs or sexuality.

Contact Us

If you have any questions regarding privacy while using our services, or have questions about our practices, please contact us via email at legal@forgood.org.