



## Privacy Policy

Last updated: July 6, 2019

Harness Change, LLC ("HC," "we," "us," or "our") is committed to maintaining the confidentiality, integrity and security of information, including personal information, provided to us by users of our web site at <https://harnessapp.com> (the "Site") and all versions of any applications that we provide, whether directly to you or through a third party (together, the "Services"). Accordingly, this Privacy Policy (this "Privacy Policy") explains how we collect, use, share and protect the information you provide to us or that we otherwise collect in connection with the Services.

BY ACCESSING OR USING THE SERVICES, YOU AGREE TO THIS PRIVACY POLICY AND YOU CONSENT TO THE COLLECTION AND USE OF INFORMATION AS DISCUSSED BELOW. IF YOU DO NOT AGREE WITH THIS PRIVACY POLICY, DO NOT ACCESS OR USE THE SERVICES.

### Changes to Privacy Policy

We reserve the right to modify or amend this Privacy Policy at any time. All changes will be effective immediately upon posting to the Site and the App. Material changes will be conspicuously posted on the Site and the App. By accessing or using the Site or the App after such changes are posted you agree to all such changes.

### Information Collected

*Personally Identifiable Information.* You are not required to provide personally identifiable information to visit the Site. However, you must provide certain personally identifiable information in order to use the Services or request information from HC. HC may collect any content, record, or electronic communication of any kind that you elect to send to us, including without limitation your name, email address, phone number, financial information (e.g., credit card number, bank account, and routing numbers), demographic information, and other personal information required to create your account, make donations, process your requests for information, communicate with you, and send you information and materials for marketing and other purposes, subject to applicable laws and the terms of this Privacy Policy.

*Financial Information.* Donations made using the Services must be made by credit or debit card or by debit from your bank accounts via Automatic Clearinghouse (ACH). Any credit card, bank account, and other financial information is provided directly to our third-party payment processors. If you elect to make a donation, you will need to submit your name, contact information, credit or debit card number, expiration date, and CVV number, billing information, bank account number, and routing number, as applicable. HC does not directly access or handle your financial information. Payment by credit or debit card is subject to the approval of the card issuer and HC will not be liable if a card issuer refuses to accept a credit or debit card for any reason. Payment by ACH is subject to the approval of the applicable financial institution and HC will not be liable if a financial institution refuses to process the transaction for any reason. HC uses third parties to gather your data from financial institutions. By using the

Services, you grant our third-party providers the right, power, and authority to act on your behalf to access and transmit your personal and financial information from the relevant financial institution according to the terms of those third-party providers' respective privacy policies. We encourage you to review the terms of service and privacy policies of our third-party providers.

*Transaction Information.* If you use the Services, although the following information is stored by our vendors and not by HC directly, HC will have access to all of the credit and debit card transactions that are made using the credit or debit card that is connected to your account and the donation transactions that you make using the Services.

*Other Information.* We may also collect information that, in and of itself, cannot be used to specifically identify you, such as your preferences, demographic information (e.g., age, education, gender, and interests), the characteristics of the device and software that you use to access the Services (e.g., type of device, operating system, Internet browser type, device identifier, Internet Service Provider (ISP) domain names, Internet Protocol (IP) addresses), records of your usage of the Services, the time of your usage, and aggregated personal data that cannot be used to specifically identify you. We do not collect your location-based information. IP addresses are not used to track a user's session and we do not link IP address to any personally identifiable information. IP addresses help us determine how often different areas of the Site are visited. We may use this information to monitor and prevent fraud and to diagnose problems. We may also collect this type of data and the types of information listed above from third parties. The information we collect from third parties may be combined with the information we collect from you. Our web site hosting services provider, Digital Ocean, Inc., may collect information about your visits to the Site and other web sites, such as your user settings.

### **How We Use and Share Information**

We may use any personally identifiable information and other collected information in order to provide you with information, products, or services that you may request from us, and to request our vendors to process donation transactions. We do not sell, rent or loan any of your personally identifiable information to any third party. We may use and share information with those persons and third parties involved in the processing of your donation transactions. We will not sell, share or rent the information that is collected to others in ways that differ from what is disclosed in this Privacy Policy. HC uses and shares your information as follows: to enable our vendors to provide their services (which is discussed in more detail below), to analyze Services usage and to improve the Site, and other services; to send you any administrative notices, money alerts and communications relevant to your use of the Services; to send you flash donation opportunities (where you obtain an emailed coupon for a product or service in exchange for making a donation), to fulfill your requests for certain products and services; for market research, project planning, troubleshooting problems, detecting and protecting against error, fraud or other criminal activity; and to enforce the applicable Terms of Service for the Services and this Privacy Policy.

In addition, we reserve the right to use and share your information in the event we believe doing so is necessary to operate the Services, where such disclosure may be required by law, or to protect our rights or the rights of others. We will also use your information to customize your browsing experience and communicate with you and otherwise respond to your questions and suggestions regarding use of

the Services as may be permitted by applicable law. HC may also use your personal information to send you promotional communications and information about HC.

We reserve the right to share your information collected by the Services with third parties to the extent permitted by applicable law, or if in our sole discretion, it is reasonable to do so, including in the event of a subpoena or law enforcement request or other security issue. We may also disclose information that is necessary to identify, contact or bring legal action in the event of a violation of our contracts, policies or procedures.

*Aggregate Data.* We may aggregate your personally identifiable information, either alone or with other data, to create anonymous “aggregate data” regarding the users of the Services. Aggregate data is information that describes the habits, treatment plans, usage patterns, or demographics of users as a group but does not reveal the identity of particular users. This data will not identify you but will be used by HC internally as statistical information to determine such things as user demographics and usage patterns of the Services. We may use aggregate data to understand the needs of our community of users, to determine what kinds of programs and services we can help provide, and to improve and enrich our products, services, Site content, and App content.

*Cookies and Other Tracking Technologies.* Our vendors may use cookies (small pieces of information that are stored by your browser on your computer’s hard drive) and other tracking technologies to track users across the Internet to understand how you get to our Site and how you use the App. Any use of cookies by our vendors is not covered by this Privacy Policy. We do not have access to or control over any such cookies. For example, Digital Ocean, Inc., our web site hosting services vendor, uses Google Analytics.

*Third-Party Cookies:* We may permit certain third parties to place Cookies through the Services to provide us with insight about the use of the Services and user demographics. These third parties may use Cookies to collect information about your online activities over time and across different websites when you access or use the Services. For example, we may use Google Analytics to analyze usage patterns for the Website and the Application. Google Analytics may generate a Cookie to capture information about your access and use of the Website and the Application that Google may use to compile reports on activity for us and to provide other related services. Your web browser may automatically send certain information to Google, such as the web address of the page that you are visiting and your IP address. To opt out of Google Analytics in connection with the Services, visit the Google Analytics opt-out page and install the add-on for your browser. For more details on installing and uninstalling the add-on, please see the relevant help resources for your specific browser. We do not control third parties’ use of Cookies or similar tracking technologies. Such use is subject to the respective third parties’ privacy policies.

*Sharing Information with Our Vendors.* We may share information, including without limitation credit card and other payment-related information, with our web site and mobile application vendors, marketing vendors, email vendors, payment processors, data analytics providers, and other suppliers as necessary to provide the Services, and our products and services to you and otherwise as may be permitted by applicable law. We require these vendors to comply with all applicable data privacy laws and regulations. Such suppliers include without limitation Stripe, Inc., Digital Ocean, Inc., and SendGrid, Inc. These companies are authorized to use your personal information only as necessary to provide the applicable services to us. We encourage you to review Stripe, Inc.’s Terms of Use and Privacy Policy,

Digital Ocean, Inc.'s Privacy Policy, and SendGrid's Privacy Policy, which govern their respective collection and use of your information. These vendors may use and disclose your information to interact with your financial institutions and credit and debit card issuers, to operate, maintain, and provide their services (e.g., maintenance, fixing malfunctions, testing security systems), to improve their services (e.g., refining the user experience), to personalize their services, to analyze trends, for statistical purposes, to send you service-related notifications, for purposes of legal compliance and as may be required by law, to protect the security of their services, to prevent physical harm or financial loss, to report suspected illegal activity, and to investigate violations of their respective terms of service.

### **Ownership of Information**

All information collected via the Services is exclusively the property of HC. If HC is involved in a merger, acquisition, reorganization, or sale of all or a portion of its assets, all information owned by or in the control of HC may be transferred to the successor of any such transaction and that successor will be bound to the terms of this Privacy Policy.

### **Access to Your Personal Information**

If you wish to access or update your personal information as it exists in our records, please do so on the Member Information page of the Services or by emailing HC Customer Support at [hello@harnessapp.com](mailto:hello@harnessapp.com). You may also request that we update your personal information (e.g., to correct factual errors).

### **Email Communications**

HC may use your personal information to send you promotional communications, including our newsletter(s). To stop receiving our newsletters or other promotional emails, follow the unsubscribe instructions included in those emails, access the email preferences in your account settings page, or contact us at the email address provided below.

### **Information Security**

The security of personally identifiable Information is important to us. We limit access to personally identifiable information about you to our employees and third parties whom we believe need to have access to such information in order for HC to respond to your requests and provide you with the information, products, or services you request from us. HC uses industry standards such as 256-bit secure socket layer technology (SSL) to help safeguard against such occurrences. In the event that a breach into our security systems occurs and there is a possibility that an unauthorized person acquires your personal information, we will notify you of such a breach as may be required under applicable law.

The Services have security measures in place to help protect against the loss, misuse, and alteration of the information under our control. As we cannot guarantee that loss, misuse, or alteration will not

occur, by using the Services, you acknowledge that notwithstanding HC's efforts to maintain the privacy and security of personally identifiable information, no method of information transmission over the Internet, or method of electronic storage, can reasonably be expected to be 100% secure. Therefore, we cannot guarantee the absolute security of information collected. If you have any questions about information security on the Services, please contact us.

### **Access by Children**

The Services are not directed, or intended to be attractive, to children under the age of 13. We do not knowingly collect personal information from children under the age of 13. If you are under the age of 13, do not use the Services or submit any information to us. If we learn we have collected or received personal information from a child under the age of 13 without verification of parental consent, we will delete that information. If you believe we might have any personal information from or about a child under the age of 13, please contact us [hello@harnessapp.com](mailto:hello@harnessapp.com).

### **Do Not track**

We may automatically collect non-personally identifying information when you visit the Site or use the Services. Due to this automatic collection, we do not currently honor do not track requests.

### **Third-Party Web Sites**

The Services may link to, or be linked to, web sites and applications not maintained or controlled by HC. Such links are provided as a convenience and HC is not responsible for examining or evaluating the content or accuracy of, and does not warrant or endorse, any third-party web site or application. HC is not responsible for the privacy policies or practices of any third parties or third-party web sites or applications, including any web sites linked to or from the Services. To the extent that you disclose personally identifiable information to any such third parties, different rules may apply to the use and disclosure of such information. We encourage you to review the privacy policies of third-party web sites and applications before disclosing your personal information to them.

### **Access from Outside the United States**

If you are using the Services from outside the United States, please be aware that your information may be transferred to, stored in, and processed in the United States, where our and our suppliers' servers and central databases are located and operated. The data protection and other laws of the United States might not be comprehensive as those in the country from which you are accessing the Services or otherwise deemed adequate, but please be assured that we take steps to protect your privacy as set forth below.

### **Contact Us**

If you have any questions or concerns about this Privacy Policy, please contact us at [hello@harnessapp.com](mailto:hello@harnessapp.com).