

FIRST HAND FOUNDATION PRIVACY POLICY

I. PRIVACY POLICY

1. Introduction

The First Hand Foundation (“We” or “the Foundation”), respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes the types of information we may collect from you or that you may provide when you visit the www.firsthandfoundation.org (our “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On the Website.
- In email, text, and other electronic messages between you and this Website.
- When you interact with our associates at the Foundation via email or any electronic method.

It does not apply to information collected or processed by any other third party.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, you are not authorized to use this Website. By accessing or using this Website or applying for any grants (via any medium), you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Website after we make changes will be deemed an acceptance of those changes.

2. Children Under the Age of 13

Our Website is not intended for children under thirteen (13) years of age. No one under age 13 may provide any Personal Information using the Website. We do not knowingly collect Personal Information from children under 13. If you are under 13, do not use this Website. If we learn we have collected or received Personal Information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us using the information below.

3. Information We Collect and How We Collect It

We may collect several types of information from and about users of our Website, including information:

- by which you may be personally identified, such as name, mailing address, e-mail address, payment information, or telephone number (“**personally identifiable information**” or “**PII**”);
- about your internet connection, the equipment you use to access our Website, and usage details (“**Device Information**”); or
- that is about you but does not independently identify you (“**Other Information**”).

4. Information That You Provide to Us

The information you provide to us or to our service providers through our Website may include:

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- Information that you provide by filling in forms on our Website. This includes information provided if you subscribe to our mailing lists. We may also ask you for information when you ask for assistance/help with the Website, apply for a grant, or when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses, your name, phone numbers, and other contact information), if you contact us.
- Your search queries within the Website.

5. Information We May Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect Device and Other Information including:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). Please note that we do not alter our Website's data collection and use practices when we see a Do Not Track signal from your browser. The information we collect automatically may include PII, or we may maintain it or associate it with PII that we collect in other ways or receive from third parties. We use such data to improve our Website and deliver a better, more personalized service. For example, if we collect this data, it could assist us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences.
- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

Cookies (or Browser Cookies). A cookie is a small file placed on the hard drive of your computer. These files often include an anonymous unique identifier. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you direct your browser to our Website. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

Log Files. These files track actions occurring on the Website, and collect data including your IP address, browser type, Internet service provider, referring or exit pages, and date and time information.

Web Beacons. Pages of our Website or our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, or single-pixel gifs) that permit the Foundation, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

6. Third-Party Use of Cookies and Tracking Technologies

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Some content or applications on the Website may be served by third-parties, including donors, links to partners, ad networks and servers, content providers, and application providers. These third parties may use cookies, alone or in conjunction with web beacons or other tracking technologies, to collect information about you when you use our website. The information they collect may be associated with your Personal Information, or they may collect information about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about a link to a third party, an advertisement or other targeted content on our Website, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

Depending upon your browser's settings, it may transmit a do-not-track signal when you visit our Website. There is no consensus as to how or whether those browsers should be treated differently than those that do not transmit this signal. To ensure a consistent experience for all of our users, we do not respond to do-not-track signals.

7. How We Use Your Information

We may use information that we collect about you or that you provide to us, including any Personal Information:

- To present our Website and its contents to you;
- To provide you with information that you request from us;
- To communicate with you about changes to our Website or any products or services we offer or provide through it;
- To allow you to participate in any interactive features on our Website;
- In any other way we may describe when you provide the information;
- For any other purpose with your consent.

We may also use your information to contact you about opportunities that may be of interest to you. For more information, see Choices About How We Use and Disclose Your Information.

Disclosure of Your Information

We may disclose aggregated information about our users, and Other Information, without restriction.

We may disclose Personal Information that we collect, or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- We may also disclose your Personal Information:
 - To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
 - To enforce or apply our [Terms of Use](#) (available online via this Website) and other agreements, including for billing and collection purposes.

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- To protect the rights, property, or safety of the Foundation, our customers, our affiliates, or others. This includes exchanging information with other organizations for the purposes of fraud protection and risk reduction.
- To improve or facilitate our Website's functionalities.
- We may also use Google Analytics to help us understand how our users utilize the Website—you can read more about how Google uses your Personal Information here. You can also opt-out of Google Analytics.

8. Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the Personal Information you provide to us. The following mechanisms provide you with certain controls over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may become inaccessible or not function properly.
- **Promotional Offers, Volunteer Announcements and Charitable Opportunities from First Hand Foundation.** If you do not wish to have your contact information used by the Foundation to promote our own or third party services, you can opt-out by sending an email stating your request to info@firsthandfoundation.org. If we have sent you an email, you may request to be omitted from future emails by sending us a return email or pressing the button provided. We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way.

9. Accessing and Correcting Your Information

You may send us an email at info@firsthandfoundation.org to request that we correct, delete, or allow access to any Personal Information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement, cause the information to be incorrect, or affect the integrity of other data in our systems.

10. Non-Discrimination Policy

The Foundation does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities, grant considerations or operations. We are committed to providing an inclusive and welcoming environment for all members of our team, our volunteers, grant applicants, grant recipients, subcontractors, vendors, and the communities we serve.

11. European Privacy Rights

We do not intentionally market our products or this Website to, or track the behavior of, any residents of the European Economic Area. If you are such a resident, please do not use this site or use it to contact us. Please contact us at info@firsthandfoundation.org with any questions.

12. Data Security

We have implemented measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the internet is never completely secure. Although we do our best to protect your

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Personal Information, we cannot guarantee the security of your Personal Information transmitted via email or to our Website. Any transmission of Personal Information is at your own risk. We are not responsible for the circumvention of any privacy settings or security measures contained on the Website by any third party.

13. Data Retention

When you interact with our Website, we may maintain your information for our records for as long as necessary in order to fulfill the purpose of your inquiry and allow us to contact you.

14. Changes to our Privacy Policy

It is our policy to post any changes we make to our Privacy Policy on this page. If we make material changes to how we treat our users' Personal Information, we will notify users for whom we have email addresses by email. The date the privacy policy was last revised is at the top of this page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

15. Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at: info@firsthandfoundation.org or call 816-762-2044.

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