

Privacy Policy

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ExponentialChangemakers Ltd recognises that privacy and online safety are important issues, so we design and operate our technology and services with our users' protection and privacy foremost in mind.

When we talk about "ExponentialChangemakers," "we," "our," or "us" in this policy, we are referring to ExponentialChangemakers Ltd, the company which provides the Services. When we talk about the "Services" in this policy, we are referring to our services, websites and software. For product-specific privacy notices, which provide additional information about some of ExponentialChangemakers Ltd products, please contact becky@exponentialchangemakers.org

Scope

ExponentialChangemakers Ltd is required to hold and process personal data about our employees, customers and other individuals for a variety of business purposes. We acknowledge The *General Data Protection Regulation (GDPR) (Regulation (EU)2016/679)* and the application date of 25 May 2018 and we **have actively worked towards compliance with that directive**. The purpose of this privacy policy outlined by ExponentialChangemakers Ltd explains what personal data ExponentialChangemakers collects, through interactions with you and our products, and how we use that data. We aim to provide transparency and set out how we endeavour to protect personal data.

Data We Collect

Content and any information submitted by users or visitors to the Services is referred to in this policy as "Customer Data." Customer Data is processed by ExponentialChangemakers Ltd. Where we collect and/or process Customer Data, we do so on behalf of the Customer to enhance their user experience.

Types of Data We May Collect

1. Account setup information

When a customer creates an account with us, the username and passwords are user-generated. Any data is encrypted and stored on third-party servers within the EU. At times, we may collect administrative contact information such as a postal address which are stored securely on our google drive.

2. Service Usage Information

Information on how you are using our Services may include administrative and customer support services about our products and content.

3. Financial Payment

For Customers that purchase a paid version of the Services, our third-party payment processors may collect and store billing address and credit card information on our behalf.

4. Data Logs

When you use our services and products, we automatically record information, including information that your browser sends whenever you visit a website, or your mobile app sends when you are using it. This log data may include your browser type and settings, the date and time of your use of the Services, information about your browser configuration, and cookie data. We will always give you an option to 'opt-in' before collecting this data. Internet Protocol addresses are expunged to ensure anonymity, but we do keep non-identifiable information such as your geo-location and user behaviour. To learn more about browser cookies, including how to manage or delete them, look in the Tools, Help or similar section of your Web browser, or visit allaboutcookies.org. Third parties may also collect or receive information from Exponential Changemakers Ltd and elsewhere on the internet and use that information to provide measurement services and target ads. This technical information is collected directly and automatically by these third parties. If you want to opt out of third-party cookies, you may do so through your browser or services, as mentioned above.

5. Geo-location information

IP addresses received from your browser or device are expunged but user geo-location may be used to determine an approximate location to certify data sovereignty when using our cloud servers.

6. Additional Information Provided

We receive other Information when submitted to our Websites or if you participate in a focus group, contest, activity or event, apply for a job, request support, interact with our social media accounts or otherwise communicate with us.

Customers or visitors are not under a statutory or contractual obligation to provide any Customer Data or Other Information (collectively, "Information"). However, certain Information is collected automatically and, if some Information is not provided, we may be unable to provide our Services.

How We Use Information

Customer Data will be used by ExponentialChangemakers Ltd in accordance with Customer's instructions, including any applicable terms in the Terms and Conditions of Use policy. ExponentialChangemakers Ltd is a processor of Customer Data.

ExponentialChangemakers Ltd uses other Information in furtherance of our legitimate interests in operating our Services, Websites and business. More specifically, we use Other Information:

1. To provide, update, maintain and protect our Services, Websites and business. This includes use of Other Information to support delivery of the Services, prevent or address service errors, security or technical issues, and monitor usage, trends and other activities. When using our services, we are using Google Analytics to track user behaviour. We use metric data to look at broad usage trends and improve user experiences; we do not keep identifiable personal information.
2. To communicate with you by responding to your requests, comments and questions. If you contact us, we may use your Other Information to respond.
3. To send emails and other communications. We may send you service, technical and other administrative emails, messages and other types of communications. We may also contact you to inform you about changes in our Services, our Services offerings, and important Services-related notices, such as security and

fraud notices. These communications are considered part of the Services and you may not opt out of them.

4. In other marketing communications, we may send emails about new product features, promotional communications or other news about Exponential Changemakers Ltd. We will always specify methods of communications, ask for consent for any third-party use and offer an opt-out. We will also be consistent within the context in which consent was provided.
5. For billing, account management and other administrative matters, we may need to contact you for invoicing, account management and similar reasons to keep track of billing and payments.

Information Sharing

If ExponentialChangemakers Ltd asks a User to register for an account in connection with our services, ExponentialChangemakers Ltd will request that he or she provide the essential information needed to set up service and communicate with the User – at their option – about improvements or enhancements to the service. ExponentialChangemakers Ltd will use that information only to provide the service and under no circumstances will we sell or license the information to third parties.

Data Retention

As per GDPR guidelines, we only keep data as long as necessarily required. To gather long-term insights on user experiences, we keep anonymous geolocation and behaviour metrics for a maximum period of 2 years only.

Your Rights

Users are entitled to access or erase any data related to the data subject. Once notified, ExponentialChangemakers Ltd can by automated means pull any data related to a user. If you believe that ExponentialChangemakers Ltd holds inaccurate or incomplete personal data about you, you can contact our DPO at [becky@](mailto:becky@exponentialchangemakers.org) who will deal with your request.

Website Security Practices

The security of Users' personal information is important to us. We follow generally and commercially accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure.

Child and Vulnerable Persons Protection Policy and Procedures

ExponentialChangemakers Ltd is committed to safeguarding and promoting the welfare of children, young and vulnerable people and expects all staff and volunteers to share this commitment. ExponentialChangemakers Ltd take no responsibility for content submitted. If there is a request from any person to remove content, then they may report by contacting us at becky@exponentialchangemakers.org

If relevant, during partnership activity, ExponentialChangemakers Ltd will work with the designated safeguarding lead in the event of a concern, harmful content, or a disclosure through our products. ExponentialChangemakers Ltd will remove any content deemed a safeguarding risk within 48 hours of the report.

As an organisation we operate in line with our values and within the law in terms of IT and online behaviour. We recognize the welfare of children, young and vulnerable people who may come into contact with our services and govern our approach to the management of online behaviour.

Legal

ExponentialChangemakers Ltd reserves the right to disclose your personally identifiable information should it be required by law and, in the rare case, when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process.

Changes to This Policy

ExponentialChangemakers Ltd constantly strives to provide the best products and services. As new products are released and changes to existing products are made, ExponentialChangemakers Ltd reserves the right to amend this ExponentialChangemakers Ltd Privacy Policy at any time. We expect most changes to be minor, but there may sometimes be changes that are more significant. We will always post any changes to our privacy policy on this page.

Contact Us about Privacy

If you have any questions about this privacy statement, or our software and website practices, please contact us at becky@exponentialchangemakers.org