

# YourCause Privacy Policy—CSRconnect

## PURPOSE AND SCOPE

YourCause, LLC (“YourCause”) provides its solutions and services acting as a service provider (*aka a data processor*) on behalf of its customers (each a “Customer”). Customers partner with YourCause to manage their employee giving, volunteering, and grants programs.

If you use a YourCause solution as an employee of a Customer, your data will be used in accordance with that Customer’s privacy policy. Please contact the Customer for more information about how they use your data and to exercise your privacy rights.

This privacy policy covers individuals’ use of our technology platform and services known as CSRconnect, including websites and apps through which it can be accessed (the “Services”).

If you visit our websites or provide us with your information as a current or prospective B2B customer of YourCause or Blackbaud solutions or Services (i.e., **not** an individual employee of a Customer), please review our [corporate privacy policy](#). This corporate privacy policy applies to our collection and use of personal data in connection with our marketing and provision of the Services to Customers, B2B customer support and other services, for example, if you are a Customer, interact with us at industry conferences, or work for a current or prospective customer of the Services.

YourCause has created this Privacy Policy to inform you of our policies and procedures regarding the collection, use, and disclosure of personal information we receive for YourCause’s Services. Privacy within Services delivered by YourCause to our users is of utmost importance to us. “Authorized Users” are users who register to use the Services either through a personal account or through or on behalf of a Customer, Charitable Organization or Partner. (Authorized Users may be referred to in this Privacy Policy as “members,” “donors,” “users,” or “you”.) “Partners” are parties who have arrangements with YourCause to provide certain Services to other Customers, Authorized Users, or Charitable Organizations.

Any agreements between YourCause and Customers and their respective terms and conditions regarding data, privacy, and accessibility, may take precedent over this Privacy Policy, as stated within such executed agreements.

This Privacy Policy applies only to information that is provided to us through the Services (including that which we may collect on your behalf) when using our Services. Your use of any of the Services constitutes your acceptance of this Privacy Policy, the Terms of Use, and the collection and use of your information in accordance with this policy. If you do not accept any aspect of this Privacy Policy or the Terms of Use, you should not use the Services.

This Privacy Policy is provided in English. To view in another language, please use a translation

service like Google Translate. For all purposes, this English language version of this Agreement shall be the original, governing instrument and understanding of the parties. In the event of any conflict between this English language version of the Agreement and any subsequent translation into any other language, this English language version shall govern and control.

Questions regarding this Policy should be e-mailed to [privacy@blackbaud.com](mailto:privacy@blackbaud.com). If you encounter a screen or page that requests information you do not want to share with us, do not enter the information and do not proceed with that screen or page.

## INFORMATION COLLECTION AND USE

In summary, we collect information that can identify you in order to provide the Services to Customers. Providing the Services requires us to do things like process your donation, send you receipts, and keep an eye out for fraud. We're required by Customer contracts to only use your data for these things and not to sell, lease, or rent out any data that identifies you.

### WHAT DO WE COLLECT?

We collect personal information when you use the Services—this is information that can reasonably identify you, such as your name, address, telephone number, and email address. In the course of using the Services, we may ask you to provide us with certain personal information that can be used to contact or identify you and administer your account. Personal information includes, but is not limited to, your name, phone number, credit card or other billing information, email address, IP address, and home and business postal addresses. We transmit credit card information directly to our processing partners through a secure (as they exist at the time this policy is implemented) API integrated within the Site over a reasonably secure connection. We do not store any credit card details (credit card number, expiration date, Card Verification Value). We do store the user's contact information (more details provided below). Note that in certain cases, we may also collect other pieces of data from you that aren't discussed in this policy, but when we do so, we'll describe the purposes of this data at the time it's being collected.

### HOW DO WE USE YOUR DATA?

We use your personal information to provide the Services, complete your transactions, administer your inquiries, and as further explained below:

- help us create and publish content most relevant to you;
- control access to certain areas of our Services;
- register Authorized Users and develop their profiles and enable them to take advantage of the personalized features of our Services;
- process transactions requested by our Customers, Charitable Organizations, and Authorized Users;
- communicate with you, like sending you receipts or responding to request forms such as "Contact Us";

- troubleshooting and maintenance of the Services;
- to provide you with a better experience, to improve the quality and value of the Services, and to analyze and understand how our Services are used.

Here are some other types of personal information we collect and how we use them. Note that some of the following data types can't identify you on their own so we only consider it to be personal data when coupled with information that can identify you, like your name or IP address:

--*Log Information.* When you use our Services or view content provided by YourCause, we automatically collect and store certain information in our server logs. This type of information includes details of how you used our Services, IP address information (described below), web pages which have been viewed by a visitor, data and time, domain type, device event information such as crashes, system activity, hardware, settings, browser type or version, browser language, and the date and time of your request and referral URL.

--*Device Information.* "Device Information" may include information we collect such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number. We may associate your device identifiers or phone number with your account.

--*Location Information.* When you use YourCause Services we may collect and process information about your actual location. We use various technologies to determine location, including IP address.

## DONATION PROCESSING

YourCause processes donations through our partner APIs. Visit the websites for our partners, including The Blackbaud Giving Fund, CanadaHelps, Charities Trust, Give India, and Global Giving for additional information related to tax deductions, tax receipt, processing fees, and the privacy policies for those websites.

## GUEST USERS

If you're not an employee of a Customer and you use the Services to volunteer as the guest of an employee user or donate to her fundraising page, we'll use your data in accordance with this Policy. Employees might manually enter guest volunteer information, consisting of name and email address, which we'll use to register them for the event and communicate with guests about the volunteer opportunity. Guest users might use the Services to donate to an employee's fundraising page. We'll also share your name, email address, volunteer and donation details with Customer for which the employee works.

## COOKIES

Like many websites, we use "cookies" to collect certain information from users of the Services, such as Internet addresses, browser types, referring domains, time stamps (time page was accessed as well as time spent per web page), as well as the specific pages the visitor has requested. This information is logged for marketing purposes and to help diagnose technical problems and administer

the Services to constantly improve the quality of the Services. We may also track and analyze non-identifying activity and aggregate usage-and-volume statistical information from visitors and users and provide such information to third parties. We do not link this automatically collected data to other information we collect about you. A cookie is a small data file that we transfer to your computer's hard disk for record-keeping purposes. We and our partners, affiliates, or website analytics or service providers use technologies such as cookies, beacons, tags, and scripts, to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual and aggregated basis.

We use two types of cookies. Session cookies, which link your actions during a particular browser session and expire at the end of that session, and persistent cookies, which remain on your device and allow us to remember your actions or preferences across multiple browser session. At YourCause, we make use of cookies for the following business purposes:

- *Security* – We use authentication cookies to ensure you only access data intended for your view and prevent unauthorized access of your credentials and information.
- *Operational* – URL redirection is a process by which our Site commands your browser to redirect you to a page based on the value stored in the redirection cookie we configured. We also use Local Storage, also known as HTML5 Web Storage, to store content information and preferences to provide users with a better experience on our sites. We do not use HTML5 Web Storage to display advertising based upon your web browsing activity. Various browsers may offer their own management tools for removing Local Storage/HTML5 Web Storage.
- *Analytical* – To better understand how our users interact with our Site and aggregate information on users' engagement with our Services, we use an analytics tool that may store cookies on your device on our behalf

If you are concerned about having cookies on your computer, you can set your browser to refuse all cookies or to indicate when a cookie is being set, allowing you to decide whether to accept it. You can also delete cookies from your computer. The Help feature on most web browsers will tell you how to prevent your browser from accepting new cookies, how to receive notice when a new cookie is set, and how to disable cookies altogether. However, if you choose to block or delete cookies, certain features of our websites may not operate correctly and the following may occur:

- If you change the settings on your web browser, you will be presented with the consent option again the next time you visit our website.
- Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you visit this website. For further information about deleting or blocking cookies, please visit: <http://www.allaboutcookies.org/manage-cookies/>.

## SHARING OF INFORMATION BY YOURCAUSE

Other than as expressly described in this Privacy Policy, YourCause will not share, sell, or rent a user's or a visitor's personal information with anyone outside of YourCause and its controlled subsidiaries,

affiliates, agents, contractors, verified partners, our service providers, and the Customer on whose behalf the Services are being provided, without such user's or visitor's prior permission or unless ordered by a court of law and when we believe that disclosure is necessary to protect our rights, protect your safety or the safety of others, to investigate fraud and/or to comply with a judicial proceeding, bankruptcy proceedings, court order, or legal process.

Primarily, we may share or disclose your personal information in the following instances:

- We may share your personal information with Customer pursuant to our contract with them. We may also share information provided in your profile page ("My Profile") with Customer if misuse of our services occurs.
- To identify you to a Charitable Organization to which you have made a donation, unless you choose to be anonymous.
- The YourCause Services transfer personal information to certain third-party donor-advised fund(s) ("DAF's") such as The Blackbaud Giving Fund, or other similar DAF's for purposes of managing individual donor DAF accounts and funds disbursements, for those Customers who utilize the DAF.
- YourCause may also transfer personal information to third-party service providers that help us provide the Services. All such transfers to subsequent third parties are covered by confidentiality agreements with the third parties.
- If you choose to make a donation or receive disbursements on or through our Services, we may ask you for your credit card number, billing address, and other information in connection with completing such purchase, and we may use such information to fulfill your donation. We may also provide such information, or other personal information provided by you, to third parties (such as Blackbaud Merchant Services or a similar processor) (a "Payment Processor") to complete your transaction (for example, to process your credit card). The Payment Processor is acting solely as a billing and processing provider for and on behalf of YourCause and shall not be construed to be providing the applicable Service. In addition, the Payment Processor is an entity completely independent of YourCause, YourCause exercises no control over the operations of the Payment Processor, makes no warranties or representations on behalf of such Payment Processor, and accepts no liability in respect to the acts or omissions of the Payment Processor (including expressly with respect to any Security Breach). The Payment Processor's use of your personal information is subject to the terms, conditions, and privacy policies published by such Payment Processor. We do not retain your credit card information.
- To comply with law, or in the good faith belief that such action is necessary to conform to the requirements of law, or comply with legal process served on us, and to protect and defend our rights or property, including our rights and property and our services, or act in urgent circumstances to protect the personal safety of you and our other visitors.
- To track and analyze non-identifying, aggregate usage and volume statistical information from our visitors and customers and provide such information to third parties.
- To protect against fraud and potential fraud. We may verify the information you provide

using our Services through third parties. In the course of such verification, we may receive additional personal information about you from such Services. In particular, if you use a credit card or debit card to purchase services with us, we may use card authorization and fraud screening services to verify that your card information and address match the information you supplied to us, and that the card has not been reported as lost or stolen.

### SHARING OF INFORMATION BY CUSTOMERS AND CHARITABLE ORGANIZATIONS

YourCause Customers or Charitable Organizations may choose to share personal information related to its employees in order to support charitable giving program management. It is the responsibility of each Customer or Charitable Organization to notify its employees that personal information is shared with YourCause.

### CHANGING OR DELETING YOUR INFORMATION

We will retain personal data we collect on Customer's behalf as set forth in our contracts with such Customers.

All registered users may review, update, correct, or delete the personal information in their registration profile by contacting YourCause and/or the Customer. If a user's profile information is deleted, then the user's account will become deactivated. If you would like us to delete your record in our system, please contact us with a request that we delete your personal information from our database. We will use commercially reasonable efforts to honor your request and will work with Customer to ensure your data is properly removed within a reasonable time (though some information may not be erasable, as described below). We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services, you may do so in your user account settings, or you may contact us at [support@yourcause.com](mailto:support@yourcause.com). We will respond to your request within a reasonable timeframe. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

### SECURITY

Our security obligations are contained in our contracts with Customers. At a minimum, we restrict access to personal information collected about you at our website to our employees, our affiliates' employees, those who are otherwise specified in this Policy or others who need to know that information to provide the Services to you or in the course of conducting our business operations or activities. While no website can guarantee exhaustive security, we maintain appropriate physical, electronic, and procedural safeguards to protect your personal information collected via the Services. We protect our databases with various physical, technical, and procedural measures and we restrict access to your information by unauthorized persons. We also advise all YourCause employees about their responsibility to protect customer data and we provide them with appropriate guidelines for adhering to our company's business ethics standards and confidentiality policies. Inside YourCause, data is stored in password-controlled servers with limited access.

## INDIVIDUALS LOCATED IN THE EEA/UK

The Services are based in the United States and are subject to United States law. When YourCause collects personal data of individuals located in the European Union, United Kingdom, or Switzerland, we may transfer such data to the United States.

YourCause uses Standard Contractual Clauses (“SCCs”) or Model Clauses as a mechanism to provide appropriate safeguards for the protection of personal data for EU, UK, and Swiss data protection purposes.

Your employer is the controller of data we process in order to provide the Services. Please see Customer’s privacy policy for more information on legal bases for processing or for the exercise of your data subject rights. You may direct any complaints pertaining to our collection and/or use of your information to our Data Protection Officer at: [privacy@blackbaud.com](mailto:privacy@blackbaud.com).

## SOCIAL MEDIA WIDGETS

The Services may include Social Media Features, such as the Facebook Like button, and Widgets, such as the Share This button or interactive mini-programs that run on our website. These Features may collect your Internet protocol address, which page you are visiting on our website, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our website. Your interactions with these Features are governed by the privacy statement of the company providing them.

## LINKS TO OTHER SITES

Our Services, from time to time, may contain links to other websites. If you choose to click on another third-party link, you will be directed to that third party’s website. The fact that we link to a website is not an endorsement, authorization, or representation of our affiliation with that third party, nor is it an endorsement of their privacy or information security policies or practices. We do not exercise complete control over third-party websites. These other websites may place their own cookies or other files on your computer, collect data or solicit personal information from you. Other sites follow different rules regarding the use or disclosure of the personal information you submit to them. We encourage you to read the privacy policies or statements of the other websites you visit.

## OUR POLICY TOWARD CHILDREN

The Site and Services are not directed to children under 13. We do not knowingly collect personally identifiable information from children under 13. If a parent or guardian becomes aware that his or her child has provided us with Personal Information without their consent, he or she should contact us. If we learn that we have inadvertently collected the personal information of a child under 13, or equivalent minimum age depending on jurisdiction, we will take steps to delete the information as soon as possible.

## BUSINESS TRANSFERS

In connection with a business transaction where an entity acquires all or substantially all of the business or assets of YourCause, whether by merger, acquisition, or reorganization or in the event of bankruptcy, YourCause may transfer to or otherwise share with such acquiring entity, all data associated with the product and services provided by YourCause, subject to any agreements between the Customer and YourCause.

## CALIFORNIA CONSUMERS

The California Consumer Privacy Act (the "CCPA") affords California consumers additional privacy protections, including the right to know what information we collect, disclose, and sell, as well as the right to request deletion of your data and to opt out of the sale of your data. Businesses can't discriminate against you for exercising any of these rights.

For a description of the data we collect and the categories of sources of such information, please refer to the "Information Collection and Use" section above. We use this data for the purposes outlined in that section. We disclose this information for business purposes as set forth in the "Sharing of Information by YourCause" section.

YourCause does not sell your personal information.

YourCause acts as a service provider on behalf of Customers, so please contact your employer to make a consumer access request. You can request your data be deleted as stated above.

## CHANGES TO THIS PRIVACY POLICY

This Privacy Policy is effective as of January 2021 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately upon validation. YourCause reserves the right to revise or update this Privacy Policy at any time, and you agree to be bound by those revisions or updates. YourCause will notify you of any changes to the Privacy Policy by posting the revised or updated Privacy Policy and its "Last revised" date on our websites. Your use of the Services thereafter constitutes your agreement to and acceptance of the Privacy Policy and its revisions or updates. You should periodically read the Privacy Policy to learn of any revisions or updates.

This Privacy Policy is incorporated as part of the Terms and Conditions that apply with respect to your use of the Services. If you do not agree to the terms and conditions of this Privacy Policy, including having your information used in any of the ways described in this Privacy Policy, do not provide us with your information and do not use the Services.

You are advised to consult this policy regularly for any changes. Please note that a notice will be posted on YourCause's web pages whenever this Privacy Policy is changed in a material way.

## CONTACT AND ELECTRONIC COMMUNICATIONS

By providing your information in connection with our Services, you agree that we can communicate with you electronically regarding any legal, regulatory, technical, security, privacy, administrative, or consumer notification obligation relating to your use of the Services. We may use your email address to confirm your request, to send you notice of payments, to send you information about changes to our products and services, and to send notices and other disclosures as described above or as required by law. Generally, users cannot opt-out of these communications, but they will be primarily informational in nature rather than promotional. If you have any specific questions about this Privacy Policy, you can contact [privacy@blackbaud.com](mailto:privacy@blackbaud.com).