

Privacy Policy

Effective as of July 10, 2023, Pangea Foundation, Inc. (collectively, "Pangea" or "we" or "us" or "our") has updated the Pangea Privacy Policy ("Privacy Policy").

Introduction

Pangea brings capacity-building software to nonprofits. Pangea is committed to protecting the personal information you share with us. We are dedicated to maintaining the trust and confidence of our customers and the visitors to our websites. We have implemented safeguards to protect your personal privacy and any personally identifiable information that you share with us. This Privacy Policy explains our information practices, the kinds of information we may collect, how information, including Customer Account Data and personal data, is collected, used, disclosed, and shared by Pangea to operate, improve, develop, and secure the services we provide, and it explains the available choices you have with regard to your information.

This Privacy Policy applies to information collected, processed, used, or shared by Pangea when you use or access our websites or mobile applications (collectively, the "Sites"), the Pangea Platform ("Platform"), related tools, and all offline related products or services (collectively, the "Service") provided by Pangea, including when you otherwise interact with us. This Privacy Policy does not pertain to those Pangea Sites, or Sites of Pangea's affiliates that do not display or link to this Policy, or that have their own privacy policies. All capitalized terms not defined in this Privacy Policy will have the meanings set forth in Pangea's Terms of Service.

Service Agreements

If you use the Service as part of a business, an entity, or a nonprofit (collectively, "Customer") that has entered into a Master Services Agreement with Pangea, then the terms of that Agreement will supersede this Privacy Policy where the terms overlap.

Changes to this Privacy Policy

We may revise this Privacy Policy from time to time. If we make any changes, we will revise the date at the top of this Privacy Policy. If there are material changes to this Privacy Policy, we will provide notification of the updates more directly by email or post a notice on the Sites prior to the changes becoming effective. We encourage you to periodically review our Privacy Policy to stay informed about our data protection practices and the ways you can help protect your privacy. You understand and agree that you will be deemed to have accepted the updated Privacy Policy if you continue to use the Service after the new Privacy Policy takes effect.

How Pangea Processes Customer Account Data

Pangea collects and processes your Customer Account Data:

- When you visit a Pangea public-facing Website like familymetrics.org or familymetrics.net, or make a request to receive information about Pangea or our Service;
- When you contact Pangea's Sales Team or Support Team; and
- When you sign up for a Pangea Account and use the Service

Generally speaking, we use Customer Account Data to:

- Perform our contract with you;
- Pursue our legitimate interests to:
 - understand who our customers and potential customers are and their interests in the Pangea Service,
 - manage our relationship with you and other customers,
 - provide you with marketing materials,
 - perform research (including marketing research),
 - carry out core business operations such as accounting and filing taxes that may apply, and
 - help detect, prevent, or investigate security incidents, fraud and other abuse and/or misuse of our Service;
- Comply with any legal obligations we may have; and
- Carry out other uses to which you have consented

Customer Account Data Pangea Processes When You Visit Our Sites, or Make a Request for Information About Pangea

When you visit our Sites or request more information about Pangea, we will collect information that you submit to us (e.g., through a web form) and we may also collect information automatically using tracking technologies like cookies. We collect this information to fulfill your request, to learn more about who is interested in our Service and to improve the Service.

Information You Share Directly: In some places on Pangea's Sites, you can fill out web forms to ask to be contacted by our Sales Team, sign up to receive information, or take a survey. The specific personal information requested on these forms will vary based on the purpose of the form. We will ask you for information necessary for us to provide you with what you request through the form (for example, we will ask you for your email address if you want to sign up to receive information and for your phone number if you want a member of our Sales Team to call you). We may also ask you for additional information to help us understand you better as a customer like your Pangea use case, your company name, or your role at your company. If you sign up to receive information from Pangea, you can always choose to opt-out of further communications through a preferences page which will be linked from any marketing email you receive from Pangea. You may also contact our Customer Support Team to communicate your choice to opt-out.

Information We Collect Automatically: When you visit Pangea's Sites, including our web forms, we and service providers acting on our behalf automatically collect certain information using tracking technologies like cookies, web beacons, and similar technologies.

We use this information to understand how visitors to our Sites are using them, which pages and features of the Sites are most popular, and to tailor and deliver advertisements. This helps us understand how we can improve our Sites.

We may use Google Analytics to collect information regarding visitor behavior and visitor demographics on our Sites and the Service. For more information about Google Analytics, please visit www.google.com/policies/privacy/partners/. You can opt out of Google's collection and processing of data generated by your use of the Service by going to <https://tools.google.com/dlpage/gaoptout>.

Customer Account Data Pangea Processes When You Communicate with Our Sales or Support Teams

If you contact our Sales or Support Teams, those teams keep a record of that communication, including your contact details and other information you share during the course of the communication. We store this information to help us keep track of the inquiries we receive from you and from customers generally so we can improve our Service and provide training to team members. This information also helps our teams manage our ongoing relationships with our customers. Because we store a record of these communications, please be thoughtful about what information you share with our Sales and Support Teams. We will try to take appropriate measures to protect any sensitive information you share with us, but it is best to avoid sharing any personal or other sensitive information in these communications unless it is necessary for these teams to assist you.

What Customer Account Data Pangea Processes When You Sign Up for and Log into a Pangea Account

When you sign up for a Pangea Account, we ask for certain information like your contact details and billing information so we can communicate with you and so you can pay for our Service. We also collect some information automatically, like your IP address, when you login to your Account. We use this to understand who is using our Service and how, and to detect, prevent and investigate fraud, abuse, or security incidents.

Information You Share Directly: You can also name your Account (or Accounts if you have more than one). We collect this information so we know who you are, we can communicate with you about your Account(s), and we can recognize you when you communicate with us.

We also use your email address to send you information about other Pangea services or information we think you may be interested in. You can opt out of any marketing communications by contacting our Support Team to communicate your choice to opt out.

As applicable, if you upgrade your trial account, we'll ask you to provide our payment processor with your payment method information like a credit card and/or your billing address. Our payment processor, acting on our behalf, gathers this so we can bill you for your use of our Service. Our payment processor will share your billing address with Pangea. Your billing address may also be used by Pangea for accounting and audit purposes.

Information We Generate or Collect Automatically

When you sign up for an Account with Pangea, we collect your IP address and other information through tracking technologies like cookies, web beacons, and similar technologies. We use this information to understand how customers are using our Service, who those customers are, and to help improve the navigation experience.

All information we collect when you sign up for a Pangea Account or our Service may be used to detect, prevent, or investigate security incidents, fraud, or abuse and misuse of our Platform and the Service.

Google API Services User Data Policy

Pangea's use and transfer to any other app of information received from Google APIs will adhere to Google API Services User Data Policy, including the Limited Use requirements.

Other Customer Account Data We Collect and Why

We may collect information about you from publicly available sources so we can understand our customer base better. We may also obtain information about your company from third party providers to help us understand our customer base better, such as your industry, the size of your company, and your company's website URL.

How Long We Retain Your Customer Account Data

Pangea will retain your Customer Account Data as long as needed to provide you with our Service, to operate our business, and comply with applicable laws. If you ask Pangea to delete specific Customer Account Data we will honor this request unless deleting that information prevents us from carrying out necessary business functions, like billing for our Service, calculating applicable taxes, or conducting required audits.

How to Make Choices About Your Customer Account Data

As applicable, Pangea may provide you with various choices regarding your Customer Account Data. If you login to your Pangea Account, you may be able to access, correct, delete Customer Account Data, and/or update your preferences. Please contact Pangea Support for any other requests about your Customer Account Data that you cannot make through these self-service tools.

Closing Your Account and Deletion – To request closure or deletion of your Pangea Account, you can contact Customer Support. Within 90 days following your request, Pangea will either delete your Customer Account Data or de-identify it such that it can no longer be used to identify you. You should know that closure and/or deletion of your Pangea Account will result in you permanently losing access to your Account and Customer Account Data in the account. Please note that certain information associated with your Account may nonetheless remain on Pangea's servers in a de-identified or aggregated form that does not identify you. In some cases, a copy of those records, including the personal information

contained in them, may be retained to carry out necessary operations (see “How Long We Retain Your Customer Account Data” section above) like billing, invoice reconciliation, troubleshooting, and detecting, preventing, and investigating spam, fraudulent activity, and network exploits and abuse and will be retained after account closure until no longer needed. Sometimes legal matters arise that also require us to preserve records, including those containing personal information. These matters include litigation, law enforcement requests, or government investigations. If we have to do this, we will delete the impacted records when no longer legally obligated to retain them. We may, however, retain Customer Account Data that has been de-identified or aggregated such that you cannot be identified.

Promotional Communications – You can choose not to receive promotional emails from Pangea by following the unsubscribe/opt-out instructions in those emails. You can also opt out by contacting Customer Support. Please note that even if you opt out of promotional communications, we may still send you non-promotional messages related to things like updates to our Terms of Service, security alerts, and other notices relating to your access to or use of our Service.

Cookies and Tracking Technologies – You may stop or restrict the placement of cookies and other similar technologies on your device or remove them by adjusting your preferences as your browser or device permits. The online advertising industry also provides websites from which you may opt out of receiving targeted ads from data partners and other advertising partners that participate in self-regulatory programs. You can access these, and also learn more about targeted advertising and consumer choice and privacy, at www.networkadvertising.org/managing/opt_out.asp, <http://www.youronlinechoices.eu/>, <https://youradchoices.ca/choices/>, and www.aboutads.info/choices/. Alternatively, for some devices you may use your device’s platform controls in your settings to exercise choice.

Please note you must separately opt out in each browser and on each device.

Other Choices About Your Customer Account Data – In addition, you can exercise other choices about your Customer Account Data (e.g., accessing it, correcting, or amending it, deleting it, restricting, or objecting to its use, porting it, or withdrawing consent) by contacting Customer Support. We will process such requests in accordance with applicable laws. To protect your privacy, Pangea will take steps to verify your identity before fulfilling your request.

When and Why We Share Customer Account Data

Below are the different scenarios under which we may share Customer Account Data with third parties:

- **Third-party service providers, Subprocessors, and Consultants** – Pangea engages certain third-party service providers, subprocessors, and consultants to carry out certain data processing functions to provide the Service. These third parties are limited to only accessing or using Customer Account Data to provide services to us and must provide reasonable assurances they will appropriately safeguard Customer Account Data. An up-to-date list of our sub-processors is located below.
- **Compliance with Legal Obligations** – We may disclose Customer Account Data to a third party if (i) we reasonably believe that disclosure is compelled by applicable law, regulation, legal process or a government request (including to meet national

security or law enforcement requirements), (ii) to enforce our agreements and policies, (iii) to protect the security or integrity of our Service, (iv) to protect ourselves, our other customers, or the public from harm or illegal activities, or (v) to respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing a death or serious bodily injury. If Pangea is required by law to disclose any of your personal information, we will notify you of the disclosure requirement, unless prohibited by law. Further, we may object to requests we do not believe to be valid.

- **Affiliates** – We may share Customer Account Data with an affiliate company, like a subsidiary of Pangea. We and our subsidiaries will only use the information as described in this Privacy Policy.
- **Business Transfers** – If we go through a corporate sale, merger, reorganization, dissolution or similar event, Customer Account Data may be part of the assets transferred or shared in connection with the due diligence for any such transaction. Any acquirer or successor of Pangea may continue to process Customer Account Data consistent with this Privacy Policy.

Aggregated or De-Identified Data – Pangea may share de-identified and/or aggregated Customer Account Data with third parties for a number of purposes, including research, internal analysis, analytics, and any other legally permissible purposes.

Subprocessors – Pangea uses the following subprocessors to assist in providing the Service:

Subprocessor	Purpose	Location
QuickBooks	Accounting/Payments transfer service	USA
FreshBooks	Payments transfer service	Canada
Rackspace	Hosting infrastructure	USA
Twilio	SMS/MMS/Voice messaging service	USA
Wix	Website service contact forms	USA

Security of Customer Account Data

We take steps to ensure that Customer Account Data is treated securely and in accordance with this Privacy Policy; however, unfortunately the Internet cannot be guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information you provide to us.

Third Party Websites/Applications

The Service may contain links to other websites/applications and other websites/applications may reference or link to our Sites or the Service. These other domains

and websites are not controlled by us. We encourage our users to read the privacy policies of each website and application with which they interact. We do not endorse, screen, nor approve, and we are not responsible for the privacy practices or content of such other websites or applications. Visiting these other websites or applications is at your own risk.

Supplemental California Privacy Notice: California Resident Notice at Collection

If you are a California resident, the California Consumer Privacy Act, as amended by the California Privacy Rights Act of 2020 (“CCPA”), requires us to provide some additional information to California residents. This Section only applies to you if you are a California resident, although please note that this information and the rights afforded herein are the same as offered to our other users in our primary Privacy Policy.

The CCPA provides California residents with the right to know what categories of personal information Pangea has collected about them and whether Pangea disclosed that personal information for a business purpose (e.g., to a service provider) in the preceding twelve months. The following chart details these activities:

Category of Personal Information	Purposes of Use	Categories of Third Parties to Which We Discloses this Personal Information	Categories of Third Parties to Which We “Share” and “Sell” this Personal Information for Advertising / Analytics Purposes
Contact information (such as your full name, phone number, email address)	Provide the Services; Communicate with you; Analyze use of and improve the Service; With your consent; Comply with law or defend our legal rights; Security/fraud prevention	Affiliated entities; Service providers; Entities for legal purposes	We do not share/sell
Customer service interaction information (including optional surveys and when you ask for help)	Provide the Service; Communicate with you; Analyze use of and improve the Service; With your consent; Comply with law or defend our legal rights; Security/fraud prevention	Affiliated entities; Service providers; Entities for legal purposes	We do not share/sell
Product interaction information	Provide the Service; Communicate with you; Analyze use of and improve the services; With your consent; Comply with law or defend our legal rights; Security/fraud prevention	Affiliated entities; Service providers; Entities for legal purposes	We do not share/sell

Internet network and device information (such as mobile device information, IP address, and information about your interaction with the Service)	Provide the Service; Analyze use of and improve the Service; With your consent; Comply with law or defend our legal rights; Security/fraud prevention	Affiliated entities; Service providers; Entities for legal purposes;	We do not share/sell
Login information (such as your username and password)	Provide the Service; Comply with law or defend our legal rights; Security/fraud prevention; Comply with law or defend our legal rights	Affiliated entities; Service providers; Entities for legal purposes	We do not share/sell
Other information (any other information you choose to provide directly to us, including optional profile photos)	Provide the Service; Communicate with you; Analyze use of and improve the Service; With your consent; Comply with law or defend our legal rights; Security/fraud prevention	Affiliated entities; Service providers; Entities for legal purposes;	We do not sell/share

The categories of sources from which we collect personal information and our business and commercial purposes for using personal information are set forth above.

Additional Privacy Rights for California Residents

Your Choices Regarding “Sales” of Personal Information under the CCPA – You have the right to opt out of the sale / sharing of your personal information for purposes of online analytics and advertising. For purposes of the CCPA, Pangea does not “sell” personal information, nor do we have actual knowledge of any “sale” of personal information of minors under 16 years of age.

Other CCPA Rights – If ever we offer financial incentives in exchange for your personal information, we will provide you with appropriate information about such incentives.

The CCPA also allows you to limit the use or disclosure of your “sensitive personal information” (as defined in the CCPA) if your sensitive personal information is used for certain purposes. Please note that we do not use or disclose sensitive personal information other than for business purposes for which you cannot opt out under the CCPA.

Non-Discrimination – California residents have the right not to receive discriminatory treatment by us for the exercise of their rights conferred by the CCPA.

Authorized Agent – Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. To designate an authorized agent, please contact us as set forth below.

Verification – When you make a request, we will ask you to provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative, which may include confirming the email address associated with any personal information we have about you.

Shine the Light Disclosure

The California "Shine the Light" law gives residents of California the right under certain circumstances to request information from us regarding the manner in which we disclose certain categories of personal information (as defined in the Shine the Light law) with third parties for their direct marketing purposes. We currently do not disclose your personal information to third parties for their own direct marketing purposes.

Contact Us

If you have questions about our privacy practices or this Privacy Policy, contact us at support@pangeafoundation.org or via:

Pangea Foundation, Inc.
3268 Governor Drive, #181
San Diego, CA 92122