

PRIVACY POLICY

Updated Aug 13, 2021

HOW WE HANDLE YOUR DATA

This Privacy Policy will help you better understand how we collect, use, and share your personal information. If we change our privacy practices, we may update this privacy policy. If any changes are significant, we will let you know (for example, through the Shopify admin or by email).

Trust is the foundation of our platform, and it includes trusting us to do the right thing with your information. Three main values guide us as we develop our products and services. These values should help you better understand how we think about your information and privacy.

YOUR INFORMATION BELONGS TO YOU

We carefully analyze what types of information we need to provide our services, and we try to limit the information we collect to only what we really need. Where possible, we delete or anonymize this information when we no longer need it. We build and improve our products with privacy in mind. In all of this work our guiding principle is that your information belongs to you, and we aim to only use your information to your benefit.

- We protect your information from others
If a third party requests your personal information, we will refuse to share it unless you give us permission or we are legally required. When we are legally required to share your personal information, we will let you know, unless we are legally forbidden.
- We ensure anyone who works with us meets their privacy obligations
It is important to us to help our volunteers (educators, volunteers, advisors etc) meet their privacy obligations. To do this, we try to build our products and services so they can easily be used in a privacy-friendly way.

WHY WE PROCESS YOUR INFORMATION

We generally process your information when we need to do so to fulfill a contractual obligation (for example, to process your payments), to ensure the quality of our services, or where we or someone we work with needs to use your personal information for a reason related to their business (for example, to provide you with a service). European law calls these reasons “legitimate interests.” These “legitimate interests” include:

- Preventing risk and fraud
- Answering questions or providing other types of support
- Providing and improving our products and services
- Providing reporting and analytics
- Testing out features or additional services
- Assisting with marketing, advertising, or other communications

We only process personal information for these “legitimate interests” after considering the potential risks to your privacy—for example, by providing clear transparency into our privacy practices, offering you control over your personal information where appropriate, limiting the information we keep, limiting what we do with your information, who we send your information to, or the technical measures we use to protect your information.

YOUR RIGHTS OVER YOUR INFORMATION

We believe you should be able to access and control your personal information no matter where you live. You may have the right to request access to, correct, amend, delete, port to another service provider, restrict, or object to certain uses of your personal information (for example, direct marketing). We will not charge you more or provide you with a different level of service if you exercise any of these rights.

If you participate in one of our programs, are a partner, or volunteer with us and wish to exercise these rights over your personal information, please contact us. Please note that if you send us a request relating to your personal information, we have to make sure that it is you before we can respond. In order to do so, we may request to collect and verify identification documents.

If you are not happy with our response to a request, you can contact us to resolve the issue. You also have the right to contact your local data protection or privacy authority at any time.

WHERE WE SEND YOUR INFORMATION

We are a Canadian company, but we work with and process data about individuals across the world. To operate our business, we may send your personal information outside of your state, province, or country, including to the United States. This data may be subject to the laws of the countries where we send it.

TRANSFERS OUTSIDE OF EUROPE AND SWITZERLAND

If you are in Europe or Switzerland, when we send your personal information to Canada it is protected under Canadian law, which the European Commission has found will adequately protect your information. If we then send this personal information outside of Canada (for example, when we send this information to our subprocessors), this information is protected by contractual commitments.

Finally, while we do what we can to protect your information, we may at times be legally required to disclose your personal information (for example, if we receive a valid court order).

HOW WE PROTECT YOUR INFORMATION

Our teams work tirelessly to protect your information, and to ensure the security and integrity of our platform. However, we all know that no method of transmission over the Internet, and method of electronic storage, can be 100% secure. This means we cannot guarantee the absolute security of your personal information.

How we use “cookies” and other tracking technologies.

We use [cookies](#) and similar tracking technologies on our website and when providing our services, to ensure optimal customer experience while navigating our platform. You can always choose to opt out of cookies.

HOW YOU CAN REACH US

If you would like to ask about, make a request relating to, or complain about how we process your personal information, please contact us. If you would like to submit a legally binding request to demand someone else’s personal information (for example, if you have a subpoena or court order), please send us a request via our [Contact us page](#).