

Privacy Notice

Last updated: June 11, 2020

Invisible Hands Deliver, Inc. (“Invisible Hands,” “we,” “us,” “our”) is committed to protecting your personal information. This Privacy Notice describes the personal information that we collect about you, how we use and disclose this information, and the steps we take to protect this information. For purposes of this Privacy Notice, “personal information” means any information that relates to you as an individual and could reasonably be used to identify you. This Privacy Notice applies to our collection and use of personal information through this website and any related websites, applications, tools, or platforms or otherwise in the course of providing our services (collectively, the “Services”), as well as through any other means where a link or reference to this Privacy Notice is provided at the time of collection. We may separately provide you with other notices or disclosures regarding your personal information. Any such notice should be read in conjunction with this Privacy Notice and, to the extent there is any conflict between such separate notice and this Privacy Notice, such separate notice shall control.

Personal Information We Collect

When you access or use the Services, or otherwise interact with us, we may collect certain categories of personal information about you from a variety of sources. As noted below, you may choose to disclose information regarding your health-related or other special needs but doing so is entirely voluntary and we do not require such information. Please note that we do not request and direct you not to submit medical records.

Categories of personal information that we may collect from you directly include:

- Basic personal information (for example, first and last name)
- Contact information (for example, phone number, address, email address)
- Identity verification information (for example, links to and data from social media sites such as LinkedIn, Facebook and Twitter profiles, copies of identification cards such as passports, driver’s licenses, or employment IDs, etc.)
- Communications and other information you voluntarily submit (for example, submitted questions, information regarding your health-related or other special needs (solely to the extent you would like our volunteers or our organization to be aware of such), your grocery or shopping list, data about your availability or preferences with respect to the delivery, receipt or payment for grocery deliveries)
- Background information (for example, education, experience, qualifications, languages spoken, employment history).

Categories of personal information that we may collect automatically when you use the Services include:

- Technical information (for example, browser type, IP address, cookies, and operating system)
- Usage information (for example, pages visited, search terms entered, and frequency of visits)

Categories of personal information that we may collect from other sources include:

- Names and contact information from publicly available sources, such as government records
- Your registration, contact lists, and/or profile information from third-party platforms that you link to or that are otherwise publicly accessible
- Donation-related information from our sponsors, affiliates and third-party service providers (for example, basic contact information, donation amount, and other donation details)
- Contact information and information about you or your needs that is voluntarily submitted on your behalf by other individuals (e.g., family or friends)
- Background check reports from third-party service providers, including records of criminal convictions or sex offender registrations, to the extent permitted by applicable laws and with your consent where required.

How We Use Your Personal Information

We may use the personal information we collect for the following purposes:

- **Provide and improve the Services.** We may use your personal information to provide and improve the Services, to receive services in connection with the provision of the Services or administration of our business, and to fulfill our contractual obligations.
- **Risk mitigation and security.** We may use your personal information for risk mitigation and security purposes, including to maintain the privacy and security of our data, to conduct internal reviews or investigations, for data security testing and business continuity planning purposes, and to ensure the safety and security of our volunteers, delivery recipients, staff and others.
- **Communication and marketing.** We may use your personal information for communications and marketing purposes, including to communicate with you about the Services, respond to your questions, or to offer or suggest ways you can help our organization through donations or otherwise.
- **Comply with the law and exercise our rights.** We may use your personal information as reasonably necessary to assess and ensure compliance with applicable laws, legal requirements, and company policies; to protect our assets or to investigate or defend against any claims of illegality or wrongdoing (including to obtain legal advice or to establish, exercise or defend legal rights); and in response to a court order or judicial or other government subpoena or warrant.
- **Corporate transaction.** We may use your personal information in the event we undertake or are involved in or contemplating any merger, acquisition, reorganization, sale of assets, bankruptcy, or insolvency event.
- **Business development.** We may use your personal information to build or expand upon our business relationships, including by soliciting sponsorships and other partnerships to help us grow and improve our services.
- **Recruitment and hiring.** We may use your personal information to evaluate your candidacy when you apply for a job with us.

- **Manage our website and public presence.** We may use your personal information to enable, analyze and improve our website and public presence, authenticate you, track pages viewed or messages opened, to personalize your browsing experience, and to provide you with tailored content.

We may also aggregate, anonymize, or otherwise de-identify your personal information and use it for any purpose permitted by applicable law.

Use of Cookies

When you use the Services, we may send one or more cookies (which are small text files containing a string of alphanumeric characters) to your computer or mobile device, to help analyze our web page flow, customize our content, measure promotional effectiveness, and promote trust and safety. You are always free to decline our cookies if your browser permits, although doing so may interfere with your ability to use the Services or certain features of the Services. We may also use Google Analytics or a similar service that uses cookies to help us analyze how users use the Services and to collect information about your online activities over time and across different websites when you access or use the Services.

Currently, various browsers offer a “Do Not Track” option, but there is no standard for how “Do Not Track” should work on commercial websites. Due to the lack of such standards, this website does not respond to “Do Not Track” consumer browser settings.

How and When We Disclose Your Personal Information

We may disclose your personal information to the following categories of recipients.

- **Employees, contractors and volunteers.** We may disclose your personal information to employees, contractors and volunteers who have a legitimate need to access such information. For example, after matching one of our volunteers with a grocery delivery recipient, we will share such recipient’s personal information with the volunteer (and vice versa) in order to enable the grocery delivery.
- **Sponsors, partners and affiliates.** We may disclose, share, or transfer your information to any person or entity that provides sponsorship, with whom we partner, or who is otherwise affiliated with our organization.
- **Service providers and professional advisors.** We may disclose your information to third party vendors who provide services in support of our business operations, such as payment processing, website and other creative content development, software development, information technology and data security services, marketing management and other outreach and promotional services, and data analytics. We may also disclose your personal information to our professional advisors such as our attorneys, accountants, and insurance providers.
- **Parties involved in a corporate transaction.** We may disclose your information to relevant third parties in the event of, or when contemplating, a divestiture, merger, consolidation, or asset sale, or in the unlikely event of a bankruptcy.
- **Law enforcement or other governmental entities.** We may disclose your information if required to do so by law or if we believe in good faith that such action is necessary to comply with the law, prevent unlawful activity, defend our rights, or maintain security.

- **Other third parties with your consent.** We may disclose your information to any other third party (for example, the press) where you have provided consent to such disclosure.

Security, Retention & Transfer of Personal Information

We have implemented and maintain commercially reasonable and appropriate technical and organizational measures designed to protect the confidentiality, integrity, and security of your personal information. Please note, however, that no security measures are perfect or impenetrable. We therefore cannot guaranty and do not warrant the absolute security of your personal information.

Depending on your location, the personal information we collect about you may be transferred to a jurisdiction that does not provide the same level of protection of personal information as the jurisdiction in which you reside. By continuing to use the Services, you consent to any such transfer.

Your Choices & Rights

You may decline to share certain information with us, in which case we may not be able to provide to you some of the features and functionality of the Services. If you do not wish to receive marketing communications or newsletters from us or from our third-party service providers acting on our behalf, you can opt-out by contacting us using the contact information provided below or by using the unsubscribe process described in the communication, but you may still receive administrative emails from us. Although your changes are reflected promptly in active user databases, we may retain all information you submit for a variety of purposes, including backups and archiving, prevention of fraud and abuse, and analytics.

Depending on your location and subject to local law, you may have certain rights with respect to your personal information. If applicable, you may make a request related to your personal information or otherwise exercise your rights by contacting us using the contact information provided below. In order to fulfill your request, we may require additional information from you. We will respond to requests within the relevant time periods established by applicable law. We are committed to finding a fair and reasonable resolution to any request, concern, or complaint you bring to our attention. However, if you are unsatisfied with our response to your request, you may have the right to lodge a complaint with applicable governmental authorities, subject to local law.

Children's Privacy

We do not knowingly collect or maintain information from persons under 13 years of age ("children"), and no part of the Services is directed to children. If you are under 13 years of age, then please do not use or access the Services at any time or in any manner. If we learn that information has been collected through the Services from children and without verifiable parental consent, then we will take the appropriate steps to delete this information. If you are a parent or guardian and discover that your child has provided us with personal information without your consent, please contact us using the contact information below to request that we delete the information from our systems.

Third-Party Sites

We may provide links to or otherwise enable you to access other sites or services from this site. Your use of any such third-party sites or services is governed by the applicable third party's

privacy policies, notices and/or disclosures and not by this policy. We do not control and are not responsible for third-party sites or services, their content or their privacy practices.

Changes to This Privacy Notice

We reserve the right to make changes to this Privacy Notice at any time, without notice. We will notify you about changes that significantly impact our use of your personal information by placing a prominent notice on this website or by sending you an email. Please revisit this page periodically to stay aware of any changes to this Privacy Notice. For the avoidance of doubt, disputes arising hereunder will be resolved in accordance with the Privacy Notice in effect at the time the dispute arose.

Contact Us

Please contact us with any questions, comments or concerns about this Privacy Notice or our use of your personal information by e-mail at team@invisiblehandsdeliver.org or by mail at:

Invisible Hands Deliver, Inc.
531 West 112th St., Suite 8C
New York, NY 10025