



PRIVACY NOTICE

Last updated: April 2025

This privacy notice for Nantahala Health Foundation ("Foundation," "we," "us," or "our") describes how and why we might collect, store, use, and/or share ("process") your information when you use our services ("Services"), such as when you:

- Visit our website at <http://www.nantahalahealthfoundation.org>, or any website of ours that links to this privacy notice.
- Engage with us in other related ways, including any grantmaking, marketing, programs, purchases/donations, or events.

Questions or concerns?

Reading this privacy notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at: l.bailey@nantahalahealthfoundation.org.

TABLE OF CONTENTS

1. Information Collected
2. Purpose of Data Collection
3. Processing Information
4. Sharing Your Personal Information
5. Keeping Your Information
6. Information from Minors
7. Privacy Rights
8. Controls for Do-Not-Track Features
9. Do We Make Updates to This Notice?
10. How Can You Contact Us About This Notice?
11. How Can You Review, Update, or Delete the Data We Collect From You?

1. Information Collected

Personal information you disclose to us

We collect personal information that you provide to us when you register for any of our Services, express an interest in obtaining information about us or our programs and Services, participate in activities on or through the Services, or otherwise contact us.

Personal Information Provided by You

The personal information we collect depends on the context of your interactions with us and the Services you engage with, the choices you make, and the products and features you use. This may include:

- Names
- Phone numbers
- Email addresses
- Mailing addresses
- Employment organization
- Job titles
- Usernames and passwords (for protected sites associated with our services)
- Billing addresses
- Contact or authentication data
- Debit/credit card numbers (Processed through a third party vendor only and not collected by Nantahala Health Foundation. See additional information below.)

Sensitive Information

We do not process sensitive information.

Online Payment/Transaction Data

To accept financial contributions, payments for event registration, or other purchases, we process financial information such as debit/credit card information through a secure third-party payment processor. Nantahala Health Foundation never stores your financial information. Our vendor may collect data necessary to process your payment. This data may include your debit/credit card number and related security information.

As of April 2025, our payment data is stored and processed by Stripe. You may find their privacy notice here: <https://stripe.com/privacy>.

Grantmaking Data

As of April 2025, the Foundation's Grantmaking process utilizes CommunityForce, a secure online grant management platform. CommunityForce may collect data necessary to process your grant applications and reports, which may include personal information. You may find the privacy notice from CommunityForce here: <https://www.communityforce.com/privacy-policy/>.

All personal information you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

Information collected from other sources

We may collect limited data from public databases, marketing partners, and other outside sources to enhance our ability to provide relevant marketing, offers, and Services to you and update our records. This information includes mailing addresses, job titles, email addresses, phone numbers, intent data (or user behavior data), Internet Protocol (IP) addresses, social media profiles, social media URLs, and custom profiles for purposes of targeted advertising and event promotion.

2. Purpose of Data Collection

Donor information is used solely for processing donations, communicating with donors, and providing updates on our programs and activities. We do not sell, trade, or share donor information with any other organizations.

3. Processing Information

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. This includes:

- Facilitating account creation and authentication and managing user accounts.
- Responding to user inquiries and offering support.
- Sending administrative information.
- Enabling user-to-user communications.
- Requesting feedback.
- Sending marketing and promotional communications.
- Posting testimonials.
- Evaluating and improving our Services, products, marketing, and user experience.
- Complying with legal obligations.
- Processing donations through Stripe.
- Administering grants through CommunityForce.

4. Sharing Your Personal Information

We may share your personal information in specific situations described in this section and/or with the following third parties:

- **Business Transfers:** In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Service Providers or Processors:** To provide Services and communicate and market our Services, we rely on service providers for hosting, analytics, identity verification,

customer service, email, and auditing. These providers are predominantly located in the United States.

- **Business Partners:** To offer you certain products, Services, or promotions.
- **Others with Consent:** In some cases, we may refer you to, or enable you to engage with, others to get services. In these cases, we will disclose the identity of the third party and the information that will be shared with them, and seek your consent to share the information.
- **Legal and Regulatory Compliance:** We share personal data as we believe necessary: (i) to comply with applicable law, (ii) to comply with rules imposed by payment methods in connection with use of that payment method (e.g., network rules for Visa); (iii) to enforce our contractual rights; (iv) to secure or protect the Services, rights, privacy, safety, and property of Nantahala Health Foundation, you, or others, including against other malicious or fraudulent activity and security incidents; and (v) to respond to valid legal process requests from courts, law enforcement agencies, regulatory agencies, auditors, and other public and government authorities.

5. Keeping Your Information

We keep your information for as long as necessary to fulfill the purposes outlined in this privacy notice unless otherwise required by law. When we have no ongoing legitimate business need to process or retain your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Keeping your personal information safe

We aim to protect your personal information through a system of organizational and technical security measures. We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

6. Information from Minors

We do not knowingly collect data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services. If we learn that personal

information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at l.bailey@nantahalahealthfoundation.org.

7. Privacy Rights

You may review, change, or deactivate your account at any time.

Withdrawing your consent

If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in the section "CONTACT US" below. However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent. It also does not affect retention of information as required by our records retention policy in order to ensure compliance with industry standards for grantmaking.

Opting out of marketing and promotional communications

You can unsubscribe from our marketing and promotional communications at any time by clicking on the unsubscribe link in the emails that we send, or by contacting us using the details provided in the section "CONTACT US" below. You will then be removed from the marketing lists. However, we may still communicate with you – for example, to send you service-related messages that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes.

Account Information

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Contact us using the contact information provided.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

If you have questions or comments about your privacy rights, you may email us at l.bailey@nantahalahealthfoundation.org.

8. Controls for Do-Not-Track Features

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

9. Updates to This Notice

We may update this privacy notice from time to time as necessary to stay compliant with relevant laws. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

10. Contact Us About This Notice

If you have questions or comments about this notice, you may contact our Data Protection Officer (DPO), Lori A. Bailey, by email at l.bailey@nantahalahealthfoundation.org, by phone at 828-634-1527, or by post to: Nantahala Health Foundation, Lori A. Bailey, 1547 Highlands Road, Franklin, NC 28734 United States

11. Review, Update, or Delete the Data We Collect From You

Based on applicable laws, you may have the right to request access to the personal information we collect from you, change that information, or delete it. To request to review, update, or delete your personal information, please contact us using the contact information provided