

Last Updated: March 10, 2025

PRIVACY POLICY

PLEASE READ THE FOLLOWING PRIVACY POLICY CAREFULLY.

This Privacy Policy describes HopeWell Cancer Support Inc's ("we," "us" or "our") policies and procedures on the collection, use and disclosure of your information that we obtain from and about you when you interact with us on our website, via email, and in other online and offline interactions. The term "you" or "user" shall refer to any person or entity who uses, accesses, browses our website or otherwise communicates with us. This Privacy Policy does not apply to information we collect from individuals with whom we engage in solely business-to-business communications and transactions.

We may update this Privacy Policy from time-to-time. The current Privacy Policy will be effective when posted. Please check this Privacy Policy periodically for updates. If any of the changes are unacceptable to you, you should cease interacting with us.

1. Information Collection. We collect the following information (collectively, "Personal Information"):

- a. **User-Provided Information:** You may provide to us what is generally called "personally identifiable" information such as your name, email address, postal mailing address, or home/mobile telephone number. We may collect and store this personally identifiable information. If you correspond with us by email, we may retain the content of your email messages, your email address and our responses.
- b. **"Cookies" Information:** When you use our website, we may send one or more cookies (small text files containing a string of alphanumeric characters) to your computer. See Section 4 below for more information on how we use cookies and automatic data collection tools.
- c. **"Automatically Collected" Information:** When you use our website or open one of our HTML emails, we may automatically record certain information from your web browser by using different types of technology, including "clear gifs" or "web beacons." This "automatically collected" information may include Internet Protocol address ("IP Address") or other device address or ID, web browser and/or device type, geolocation data, the web pages or sites that you visit just before or just after our website, the pages you view on our website, and the dates and times that you visit our website.

2. Information Usage. We use your Personal Information in the following ways:

- a. To operate, maintain, enhance, and provide all of the features and services found on our website.
- b. To enable interactions between us and you, such as sending you services-related notices (including any notices required by law, in lieu of communication by postal mail) and providing you with support or responding to your inquiries.
- c. To understand and analyze the usage trends and preferences of our users, to improve the way our services work and look, and to create new features and functionality.
- d. With respect to "automatically collected" information and "cookies" information to: (a) personalize our services, such as remembering your information so that you will not have to re-enter it during your visit or the next time you visit our website; (b) monitor and

analyze the effectiveness of our services; and (c) monitor aggregate site usage metrics such as total number of visitors and pages viewed.

- e. For legal, safety, or security reasons, such as to comply with legal requirements; protect our safety, our property or rights of those who interact with us, or others; and detect, prevent, and respond to security incidents or other malicious, deceptive, fraudulent, or illegal activity.
- f. For any other purposes for which you provide consent.

3. **Information Disclosure.** Your privacy is very important to us, and we are not in the business of selling data that could identify you. We do, however, disclose your Personal Information in a variety of circumstances.

- a. **Service Providers.** We work with third party service providers to provide website hosting and maintenance as well as other services for us. To the extent it is necessary for these service providers to complete their contractual obligations to us these third parties may have access to or process your Personally Information. Generally, these disclosures are made under terms comparable to this policy, and the recipients are limited to using the information the purpose for which it was provided.
- b. **Legal Purposes.** We may disclose your Personal Information if required to do so by law or in the good-faith belief that such action is necessary or appropriate to comply with state and federal laws (such as U.S. Copyright law), in response to a court order, judicial or other government subpoena or warrant, or to otherwise cooperate with law enforcement activity. We also reserves the right to disclose your Personal Information that we believe, in good faith, is appropriate or necessary to take precautions against liability; to protect us and others from fraudulent, abusive, or unlawful uses or activity; to investigate and defend ourselves against any third party claims or allegations; to assist government enforcement agencies; to protect the security or integrity of our; or to protect the rights, property, or personal safety of us, our users, or others.
- c. **Consent.** We may share your Personal Information with any entity to which you consent to us sharing.
- d. **De-identified, anonymized, or aggregated Personal Information.** We may also de-identity, anonymize, or aggregate Personal Information to share with third parties for any purpose.

4. **How we Use Cookies and Automatic Data Collection Tools.** We may also collect information via cookies, web beacons, pixels, tags or other tracking technologies, such as your Internet Service Provider and IP address, the date and time you access our website, the pages you accessed while visiting our website, and the Internet address from which you accessed our website. Some cookies exist only during a single session and some are persistent over multiple sessions over time. We use these technologies to remember user preferences, to maximize the performance of our website and services, and to personalize online content. These cookies and other technologies may be used to track you over time and across devices.

5. **Information Protection.** We use commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your Personal Information. We cannot, however, ensure or warrant the security of any information you transmit to us or guarantee that your information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or

managerial safeguards. If we learn of a security systems breach, then we may attempt to notify you electronically so that you can take appropriate protective steps. We may post a notice through the services if a security breach occurs. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

6. **Your Choices.** You may, of course, decline to share certain personally identifiable information with us, in which case we may not be able to provide certain services to you.
7. **Children’s Privacy.** We do not solicit or knowingly collect personally identifiable information from children under the age of 18 without parental consent. If we learn that a child under the age of 18 has provided us with personal information, we will delete it in accordance with applicable law.
8. **External Links.** Our website may contain links to websites and services provided by third parties, including those embedded in third party advertisements. Please remember that when you use a link to go to another website, our Privacy Policy is no longer in effect. Any personally identifiable information you provide on third party sites or services is provided directly to that third party and is subject to that third party’s policies, if any, governing privacy and security. We are not responsible for the content or privacy and security practices and policies of third party sites or services to which links are displayed on the Services. We encourage you to learn about third parties’ privacy and security policies before providing them with personally identifiable information.
9. **International Visitors.** Our site is hosted in the United States. If you are an international visitor, you should note that by providing your Personal Information, you are: (a) permitting the transfer of your Personal Information to the United States which may not have the same data protection laws as the country in which you reside; and (b) permitting the use of your Personal Information in accordance with this Privacy Policy. Your Personal Information may be collected, transferred to and stored in countries outside the European Economic Area (“EEA”) as we use remote, cloud-based website servers hosts to provide the website and some aspects of our Services, which may be based outside of the EEA, or use servers based outside of the EEA – this is generally the nature of data stored in “the Cloud.” It may also be processed by staff operating outside the EEA who work directly for us or one of our suppliers, e.g. our website server host. A transfer of your Personal Information may happen if any of our servers are located in a country outside of the EEA or one of our service providers is located in a country outside of the EEA. If we transfer or store your personal data outside the EEA in this way, we will take steps with the goal of ensuring that your privacy rights continue to be protected, as outlined in this Privacy Policy and in accordance with the Data Protection Act 1998 (“DPA”) and the General Data Protection Regulations (“GDPR”).

For the purpose of the GDPR, the data controller of your specific Personal Information of interest is us. You may contact our data protection officer at info@hopewellcancersupport.org.

The DPA and GDPR give you the right to access Personal Information held about you by us. Please write to us or contact us by email if you wish to request confirmation of what Personal Information we hold relating to you. You can e-mail us at info@hopewellcancersupport.org. There is no charge for requesting that we provide you with details of the Personal Information that we hold. We will respond to your request for the data within a reasonable amount of time.

You have the right to change the permissions that you have given us in relation to how we may use your Personal Information. You also have the right to request that we cease using your Personal Information or that we delete all Personal Information records that we hold relating to you. You can exercise these rights at any time by writing to us by email to info@hopewellcancersupport.org.

10. Your California Privacy Rights. This Section applies to California residents and supplements the rest of this Privacy Policy. It explains how we collect, use, and share your Personal Information and how to exercise your rights under the California Consumer Privacy Act (“CCPA”). When we say “Personal Information” in this section, we mean information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you. Personal Information does not include information that is aggregated or information that cannot be reasonably linked to you.

Pursuant to the California Consumer Privacy Act of 2018, below is a summary of the Personal Information we collected from consumers, the sources from which we collected the Personal Information, the business or commercial purpose for which the Personal Information was collected and the categories of third parties with whom we share consumer Personal Information. The section references relate to the sections above in this Privacy Policy.

Sources of Your Personal Information: The categories of sources of personal information are detailed in Section 1 above and are summarized as follows: (a) directly from you, (b) through automated technologies or interactions, and (c) from third parties.

Uses of Your Personal Information: The business and commercial purposes for which we collect personal information are detailed in Section 2 above and include purposes, such as : (a) performing services, (b) auditing, (c) legal and compliance, (d) quality assurance, (e) security, (f) debugging, (g) short term, transient use, (h) internal research, (i) corporate transactions, and (j) marketing.

Sharing Personal Information: Our data sharing practices are detailed in the chart below and align with the information provided above in Section 3 (Information Disclosure) and Section 4 (How We Use Cookies and Automatic Data Collection Tools).

Categories of Personal Information We collect	Examples of how Personal Information is used.	Categories of Third Parties with whom We disclose Personal Information
<ul style="list-style-type: none"> • Identifiers (such as real name, postal address, IP address, email address, account name, other similar identifiers). • Internet or other electronic network activity information, including content you view or engage with. • Commercial Information. • Internet or other electronic network activity information, including, but not limited to, status/HTTP status code, operating system and its interface, version of browsing software, device ID, other device information, browsing history, search history and information regarding a consumer's interaction with an internet website, application or advertisement. 	<ul style="list-style-type: none"> • Providing, personalizing, and improving our products. • Facilitating transactions and other business services. • Legal and compliance uses. • Communicating with you. 	<ul style="list-style-type: none"> • Service providers. • Providers of legal, security, and safety assistance and resources. • Law enforcement or other third parties in connection with legal requests. • Entities to which you have consented to the disclosure.

Your Rights

Subject to legal limitations, certain California residents may exercise the following rights by emailing us at info@hopewellcancersupport.org.

Right to Know. You have the right to request that we disclose to you the Personal Information that we collect, use or disclose and information about our data practices.

Right to Delete. You have the right to request that we delete Personal Information that we have collected from you.

Right to Opt Out. You have the right to opt out of the sale of your Personal Information.

We will not discriminate against you, in any manner prohibited by applicable law, for exercising these rights.

In order to exercise your rights, we may need to obtain information to locate you in our records or verify your identity depending on the nature of the request and to verify your identity. Under the CCPA, you may exercise these rights yourself or you may designate an authorized agent to make these requests on your behalf. We may require evidence of the agent's identity, proof of registration with the California

Secretary of State, and proof of the agent's legal authority to act on the behalf of the individual consumer.

California Shine the Light: If you are a California resident, you may opt out of sharing your Personal Information with third parties for the third parties' direct marketing purposes. Please contact us at info@hopewellcancersupport.org if you would like to do so.

11. Our Contact Information. If you have any questions about our practices or this privacy policy, please contact us at info@hopewellcancersupport.org.