NDVerse Privacy Policy

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Introduction and Scope

NDVerse ("NDVerse," "we," "us," or "our") is an independent Ohio nonprofit organization recognized as a public charity under Section 501(c)(3) of the Internal Revenue Code. This Privacy Policy (the "Policy") explains how we collect, use, disclose, safeguard, retain, and otherwise process personal information in connection with www.ndverse.org and NDVerse programs, charitable activities, communications, educational resources, events, community initiatives, volunteer participation, fundraising, and other services that link to this Policy (collectively, the "Services").

This Policy applies to visitors, donors, prospective donors, program participants, families, volunteers, ambassadors, organizational representatives, applicants, and others who interact with our Services. A separate notice, consent form, program agreement, or legally required disclosure may supplement this Policy for a particular activity. Where such a document applies, it should be read together with this Policy.

Please read this Policy before providing personal information. This Policy is a disclosure of our practices, not a substitute for consent where applicable law separately requires consent. The Terms of Use govern access to our website and Services. For questions about this Policy, contact NDVerse at legal@ndverse.org.

1. Information We Collect

A. Information You Provide

The types of information NDVerse collects depend on your interaction with us. We may collect:

- Identity and contact information, such as name, email address, telephone number, postal address, and preferred method of contact.
- Donation and transaction details, such as donation amount, frequency, designation, payment confirmation, billing contact information, and information needed for tax acknowledgments. Payment-card information may be collected or processed by third-party payment service providers in accordance with their privacy practices.
- Program, volunteer, event, and partnership details, such as applications, organizational affiliation, availability, experience, accessibility requests, attendance, and participation records.
- Communications and submissions, such as support inquiries, feedback, survey responses, correspondence, nominations, comments, photographs, and materials you choose to send us.
- Sensitive information you voluntarily provide, potentially including disability, accessibility, neurodiversity, health-related experiences, family circumstances, or safety concerns, where relevant to the service or inquiry.
- Information about a parent, guardian, caregiver, dependent, or other person when submitted by an individual with authority to provide it.

Certain information is optional; however, some information may be necessary to process a contribution, respond to a request, verify eligibility for a program, or provide a requested service. Please do not send detailed medical records, account credentials, Social Security numbers, or other highly sensitive information through ordinary contact forms unless specifically requested through an appropriately protected channel.

B. Information Collected Automatically

When you use our website, we and service providers supporting the website may receive technical information such as IP address, approximate location derived from IP address, browser and device type, operating system, referring URLs, pages visited, activity timestamps, session identifiers, cookie preferences, error logs, and information about site interactions. The precise information collected depends on the tools and features in use.

C. Cookies and Similar Technologies

Cookies, local storage, server logs, pixels, and similar technologies may support essential functionality, site security, preferences, analytics, communications, and—where used and lawfully permitted—campaign measurement. Nonessential cookies or similar technologies are subject to the controls and consent requirements that apply in the visitor's jurisdiction. Browser controls may limit certain tools, although disabling essential cookies can affect website features.

D. Information from Other Sources

NDVerse may receive information from public sources, organizations involved in a jointly organized activity, donors' authorized representatives, payment processors, referral sources, volunteer references, or other parties when a lawful basis exists. We seek to use such information only for relevant organizational purposes.

2. How We Use Information

We use personal information for legitimate charitable and operational purposes, including:

- Providing and administering programs, educational resources, events, resource navigation, outreach, and requested communications.
- Processing contributions, confirming gifts, maintaining donor records, issuing acknowledgments, and administering fundraising activities.
- Evaluating volunteer, ambassador, partnership, employment, and program applications; coordinating engagement and safeguarding activities.
- Responding to inquiries, accessibility requests, complaints, questions, and requests to exercise privacy rights.
- Sending updates, newsletters, fundraising requests, and event communications when appropriate and subject to available opt-out or consent mechanisms.
- Understanding website performance, measuring program outcomes, preparing aggregate reports, improving accessibility, and strengthening Services.
- Protecting individuals, systems, and organizational resources; detecting fraud, abuse, misuse, or cybersecurity incidents.
- Maintaining financial, governance, audit, compliance, and administrative records; establishing or defending legal claims; and fulfilling lawful obligations.

We seek to limit processing to purposes that are reasonably related to the information provided or otherwise disclosed at the point of collection. Where a materially new purpose requires notice or consent, NDVerse will provide it as required by applicable law.

3. Sensitive Information, Confidentiality, and Support Inquiries

Because NDVerse addresses neurodiversity, disability, inclusion, mental health awareness, and suicide prevention, some communications may contain particularly sensitive personal information. NDVerse seeks to collect only information reasonably needed for an inquiry, program, accommodation, or other stated purpose; limit access to personnel and providers with a legitimate need; and avoid publicly identifying individuals or disclosing personal stories without appropriate permission or another lawful basis.

Submitting information to NDVerse does not, by itself, create a therapist-patient, physician-patient, or other clinical treatment relationship. NDVerse's informational resources and referral activities are not a substitute for diagnosis, treatment, emergency response, or individualized professional advice. Standard website forms and routine email should not be treated as continuously monitored crisis channels. For immediate danger in the United States, call 911; for suicide or emotional crisis support, call or text 988.

HIPAA does not automatically apply to every nonprofit, mental-health-related communication, or website interaction. If a specific activity is subject to HIPAA or another sector-specific law, NDVerse must provide the notices, contracts, and safeguards required for that activity.

4. Donor Privacy and Charitable Transactions

We handle donor details for charitable administration, acknowledgments, reporting, relationship management, and communications about NDVerse. Donor information may be accessible to authorized staff, board members with a legitimate governance need, professional advisers, payment processors, fundraising platforms, and other providers supporting those functions.

NDVerse's intended donor-privacy standard is not to sell or rent donor mailing lists for unrelated third-party marketing. We do not disclose a donor's name publicly in connection with a particular gift unless the donor has authorized public recognition or disclosure is otherwise required or permitted by law. Donors may request anonymity in public recognition; this does not eliminate records that must be maintained for legal, tax, accounting, or anti-fraud purposes.

Donation platforms and payment providers may have independent privacy terms. Please review those terms before completing a transaction. NDVerse does not guarantee that every contribution is refundable; the applicable donation terms and law govern refund requests.

5. Volunteers, Ambassadors, Partners, and Organizational Applications

We may process application and engagement information to evaluate eligibility, coordinate activities, communicate expectations, perform appropriate screening where lawful, provide reasonable accommodations, document participation, and manage organizational responsibilities. An application or submission does not guarantee selection, employment, affiliation, or endorsement.

Any screening, background checks, reference checks, or verification procedures will be conducted in accordance with applicable notice, authorization, nondiscrimination, and other legal requirements. Personnel who access application information should do so only for authorized purposes.

6. Children, Parents, Guardians, and School-Related Activities

NDVerse serves families and may engage in educational or community activities involving minors. We seek to minimize information collected about children and apply additional safeguards appropriate to the activity

and child's age. Where a parent's, guardian's, school's, or other authorized person's permission is legally required, NDVerse will seek the applicable permission before collecting or using information in that manner.

For any online service subject to the Children's Online Privacy Protection Act (COPPA), the operator must provide applicable notice, obtain verifiable parental consent when required, and allow the rights required by law. COPPA does not automatically govern every nonprofit website, but other safeguarding, education, contract, or privacy obligations may still apply. NDVerse should not invite children to submit sensitive personal or health information through a general public contact form.

Parents and guardians may contact NDVerse at legal@ndverse.org to raise concerns about information relating to a child. NDVerse will review the request, verify authority where appropriate, and provide any access, correction, restriction, or deletion required by law, subject to lawful exceptions.

7. User Contributions, Photographs, Testimonials, and Public Content

If NDVerse invites individuals to submit public comments, testimonials, photographs, videos, stories, or similar content, those materials may be seen or reused by others once publicly posted. We encourage contributors not to include private medical details, contact information, or information about another person without permission.

NDVerse should seek separate appropriate authorization before using an identifiable person's image, recorded testimonial, sensitive narrative, or a minor's likeness for promotional purposes when consent is required. Submission of a confidential support inquiry does not constitute consent to publicize that inquiry. Any rights or licenses concerning public contributions should be stated in the applicable submission terms rather than inferred from this Policy alone.

8. When We Share Personal Information

NDVerse may disclose personal information only as appropriate to the purpose, applicable law, and the commitments described here, including to:

- Service providers such as hosting companies, form and email platforms, payment processors, analytics providers, event systems, IT support, and professional advisers acting for NDVerse.
- Authorized program and event partners when needed to organize an activity, deliver a requested service, or facilitate a referral, subject to applicable notice, consent, or other lawful basis.
- Courts, regulators, law enforcement, and other persons when disclosure is required by law, valid legal process, or a lawful obligation, or is reasonably necessary to address significant safety or security concerns.
- A successor or affiliated organization in a lawful restructuring, merger, transfer of programs, or similar transaction, subject to appropriate protections and applicable notice.
- Other recipients at your direction or with your consent.

We do not treat a person's request for help as permission to share that person's identity or story with unrelated sponsors, donors, or advertisers. Aggregated or appropriately de-identified information may be used for program evaluation and reporting where reidentification risks are reasonably addressed. Public reports should avoid revealing sensitive information about identifiable individuals.

9. Legal Bases for Processing Where Required

Where data protection law requires a legal basis, NDVerse relies on the legal basis appropriate to the activity, which may include consent; performance of a contract or steps requested before entering into one;

compliance with a legal obligation; legitimate interests that are not overridden by relevant individual rights; protection of vital interests where applicable; or another legal basis recognized by law. Sensitive categories of personal data may require an additional legal condition or explicit consent, depending on the jurisdiction.

Where we rely on consent, you may withdraw it as permitted by law, without affecting processing that was lawful before withdrawal. A valid request may not require deletion of records NDVerse must retain for legal or accounting purposes.

10. Analytics, Advertising, and Tracking Choices

NDVerse may use first-party or third-party analytics to understand visitor activity and improve the effectiveness of its website and outreach. Providers may collect technical information through cookies, tags, and similar tools. Where targeted advertising or cross-site tracking is used, NDVerse must describe those practices and provide any disclosures, consent choices, or opt-out mechanisms required by law.

Depending on your browser, you may be able to block cookies, clear stored information, or manage tracking preferences. Global Privacy Control and other legally recognized preference signals should be honored when and to the extent required by applicable law. Traditional “Do Not Track” signals are not uniformly interpreted across services; applicable law, rather than this statement alone, determines whether a particular signal must be recognized.

11. Your Privacy Choices and Rights

Depending on your location and the laws applicable to the processing, you may be entitled to ask for access to personal information, correction of inaccurate data, deletion, portability, restriction, objection to certain uses, withdrawal of consent, or information about recipients and processing practices. Some jurisdictions also provide rights related to automated decisions and targeted advertising.

To submit a privacy request, email legal@ndverse.org and identify the nature of your request. NDVerse may request information reasonably necessary to verify identity or authorization before responding. We will respond within the timeframe required by applicable law and explain any applicable exceptions. We do not discriminate unlawfully against individuals for exercising privacy rights.

You may unsubscribe from optional fundraising or newsletter emails using the unsubscribe method provided in the message or by contacting NDVerse. You may still receive required transactional, receipt, safety, or administrative communications where lawful.

12. Geographic Scope and International Transfers

NDVerse is based in the United States and may be accessible to individuals in other countries. Personal information may be processed in the United States or in other locations where authorized providers operate. Data protection laws vary among jurisdictions.

Where applicable law requires protections for international transfers, NDVerse will use an appropriate legal mechanism before making a covered transfer, such as an adequacy decision, applicable contractual safeguards, or another permitted transfer basis. Accessing a U.S. website does not automatically waive privacy rights granted by an individual’s local law.

13. Information Security

NDVerse seeks to maintain administrative, technical, and physical safeguards proportionate to the nature and sensitivity of information processed, such as access controls, account protection, service-provider diligence, staff guidance, secure transmission where feasible, and procedures for responding to suspected incidents. Specific safeguards depend on the Services and systems in use and should be documented operationally.

No organization can guarantee that every internet transmission, digital platform, or storage system is completely secure. If a security incident creates a legally reportable breach, NDVerse will provide applicable notices and take other steps required by law.

14. Data Retention and Deletion

We retain information for the period reasonably necessary to fulfill the purposes described in this Policy, comply with tax, accounting, charitable records, employment, safeguarding, or other legal obligations, resolve disputes, enforce agreements, and maintain security. Different categories of data may require different retention periods.

When records are no longer needed and no legal hold or retention requirement applies, NDVerse seeks to delete, anonymize, or securely dispose of them through an appropriate process. Copies retained in backups may be removed on backup rotation schedules or subject to technical and legal constraints. A detailed retention schedule should be approved and maintained separately from this Policy.

15. Third-Party Websites, Embedded Content, and External Services

Our website may link to or embed third-party websites, donation processors, resource directories, maps, social platforms, videos, or other services. Such parties may collect information under their own privacy notices. NDVerse does not control every practice of independent third-party sites, and a link does not necessarily constitute an endorsement. We encourage you to review the applicable third-party policies.

16. Accessibility and Alternative Communications

NDVerse seeks to make information about its privacy practices understandable and accessible. Individuals who require an alternative format, accessible communication method, or assistance submitting a privacy request may email legal@ndverse.org. We will address requests consistently with applicable accessibility and nondiscrimination obligations.

17. Changes to This Policy

NDVerse may revise this Policy to reflect legal changes, new or modified services, technology, security practices, or organizational needs. The updated version will identify its revision date. Where applicable law requires direct notice, a particular form of consent, or advance notice for a material change, NDVerse will provide that notice or obtain consent before applying the change as required. Changes will not retroactively override rights that cannot lawfully be waived.

18. Contact and Privacy Questions

For questions, privacy requests, or concerns regarding this Policy, email legal@ndverse.org.

Website: https://www.ndverse.org

Formal Legal Notices and Service of Process

NDVerse designates legal@ndverse.org for legal inquiries, privacy-related requests, policy concerns, whistleblower communications, and other legal correspondence. Providing this email address does not constitute consent to electronic service of process or waive applicable statutory, procedural, or jurisdictional requirements for formal legal notices. Service of legal process and notices requiring a legally prescribed method of delivery must comply with applicable law. This provision does not limit any legally protected method of submitting a complaint or report to a governmental authority.

Additional Notice for Residents of Certain Jurisdictions

California and Other U.S. States

Some state privacy laws provide residents with rights relating to personal information. Coverage depends on statutory definitions, the type of entity, the data processing, and other applicable thresholds or exceptions. For example, the California Consumer Privacy Act generally does not apply to ordinary nonprofit organizations; it may apply in certain circumstances involving covered entities or arrangements. NDVerse will honor rights and provide jurisdiction-specific disclosures when legally required. We may also voluntarily consider reasonable requests outside those requirements.

European Economic Area, United Kingdom, and Switzerland

Where the EU GDPR, UK GDPR, Swiss Federal Act on Data Protection, or another relevant law applies, individuals may have additional rights, including access, rectification, erasure, restriction, objection, portability, and complaint to a competent supervisory authority, subject to legal qualifications. NDVerse's role as controller or processor depends on the actual activity and relationships involved; it is not determined solely by publishing this Policy.