

# NORTHWEST COMMUNITY (NWC) – PRIVACY POLICY

Last Updated: February 16, 2026

Northwest Community Hub ("Northwest Community", "NWC," "we," "our," or "the Company") is committed to protecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect your information when you use our website at [inwcommunity.com](http://inwcommunity.com), our Northwest Community mobile app, community features, marketplace, coupons, subscriptions, events, or any related services.

By using our website or mobile app, you agree to the practices described in this Privacy Policy.

## 1. INFORMATION WE COLLECT

NWC collects information in the following categories:

### 1.1 Information You Provide to Us

You may provide information when you:

- Create an account
- Subscribe to coupons
- Become a sponsor or seller
- Post a listing
- Submit a blog
- Post in the community feed, groups, or messaging
- Submit an event
- Submit an NWC Requests form
- Make a payment
- Communicate with NWC staff

This information may include:

- Full name
- Email address
- Phone number
- Business name
- Business address
- Address
- Business logos
- Payment details (processed securely through Stripe)
- Blog submissions, feed posts, comments, direct messages, group conversations, listings, event information
- Any content you voluntarily provide

NWC information disclosure

- NWC does not collect sensitive personal information such as Social Security numbers, driver's license

numbers, government ID numbers, or medical information. Users should not submit this type of information to NWC.

- Users must not submit personal information belonging to another individual unless they have that individual's express authorization.

## **1.2 Automatically Collected Information**

When you visit or use our website or app, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages viewed
- Time spent on site
- Referral URLs
- Cookies and tracking data
- Log data
- Location data (region-level, not precise GPS)

Our website uses essential session and security cookies. We do not use third-party analytics or advertising pixels (such as Google Analytics or Meta Pixel).

## **1.3 Mobile App Data**

When you use our Northwest Community mobile app, we may also collect or process:

- Account credentials and authentication tokens stored on your device (secured storage)
- Device type and operating system (for compatibility)
- Photos uploaded from your device (stored via our secure file storage)
- Push notification tokens (if you enable notifications)

## **1.4 Information from Sellers & Sponsors**

When businesses join NWC, we may collect:

- Business category
- NWC has the right and the inclination to decline businesses with a rating below 4 stars. Publicly available ratings or reviews may be considered when verifying business eligibility.
- Publicly available business information
- Coupon offerings
- Event submissions
- Shipping or sales-related information
- Shipping addresses, local delivery details, pickup details (name, phone, address) for orders
- Any updates provided to NWC for posting

Sellers who use their own EasyPost account may have their API key stored encrypted at rest; we do not access or share these keys.

## 2. HOW WE USE YOUR INFORMATION

We use the collected information for the following purposes:

- To operate and maintain our website and mobile app
- To process payments and subscriptions
- To manage seller and sponsor profiles
- To display user-generated content (blogs, feed posts, comments, listings, events)
- To provide customer support
- To send service-related notifications (including order tracking)
- To verify business eligibility
- To improve website and app function and security
- To communicate with you about updates or policy changes
- To prevent fraud or misuse
- To comply with legal obligations

We do not sell your personal information to third parties.

- NWC is not responsible for verifying the accuracy of information submitted by users, including but not limited to business listings, events, blogs, feed posts, or marketplace content. Users are solely responsible for the accuracy of the content they provide.

## 3. HOW WE SHARE INFORMATION

NWC may share information only in the following circumstances:

### 3.1 Service Providers

We use third-party vendors such as:

- Vercel (website hosting and file storage via Vercel Blob)
- Stripe (payment processing and subscriptions)
- EasyPost (shipping labels for marketplace orders)
- Resend (transactional email)
- Our database hosting provider (PostgreSQL)

These providers may access only the user information necessary to perform services on our behalf and must follow strict confidentiality guidelines.

### 3.2 Legal Requirements and Safety

We may disclose personal information if:

- Required by law, subpoena, or court order
- Necessary to protect our legal rights
- There is an admission or suspicion of criminal activity
- It is essential to protect the safety of the community

This includes reporting crimes or threats to authorities.

### **3.3 With Your Consent**

We may share information if you explicitly authorize it, such as:

- Highlighting your business
- Featuring your blog publicly (if you submit a blog, you automatically authorize NWC to promote it).
- Promoting your listing or store

By becoming a seller or sponsor, you automatically authorize NWC to share store information.

### **3.4 Handling Disputes**

- We may provide only business information (not personal information) if a user of inwcommunity.com claims to have conducted business with your company and initiates a dispute. NWC is not a party to disputes, but may act as a mediator to provide accurate information to help our clients and your company resolve an issue. See Terms of Service 7.4.
- NWC does not access or disclose private user communications unless required by law, compelled by a valid legal request, or necessary to protect the safety and security of the community.

## **4. COOKIES & TRACKING TECHNOLOGIES**

NWC and its service providers use cookies to:

- Recognize your device
- Improve site functionality
- Store session information

We do not use third-party analytics cookies, advertising pixels, or behavioral tracking.

- NWC does not guarantee compliance with browser-based "Do Not Track" (DNT) signals, and our website may not respond to such requests.

You may disable cookies through your browser settings. Doing so may affect website functionality.

## **5. HOW WE PROTECT YOUR INFORMATION**

We use industry-standard security measures to protect personal data, including:

- Encrypted payment processing
- Secure servers
- Access controls
- Regular monitoring
- Malware and vulnerability protections

However, no online system is 100% secure, and NWC cannot guarantee absolute security.

- Users transmit personal information at their own risk. NWC is not responsible for unauthorized access caused by factors outside our control, including insecure user devices, compromised user accounts, or unprotected internet connections.
- In the event of a data breach affecting your personal information, NWC will notify affected users in accordance with Idaho's Data Breach Notification laws and applicable federal regulations.

## 6. DATA RETENTION

We retain information for as long as necessary to:

- Provide services
- Maintain business records
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

User-generated content (blogs, events, feed posts, comments, listings) may remain visible even after account deletion unless removal is explicitly requested.

- NWC may retain transaction-related information as required for tax, accounting, fraud-prevention, or legal compliance, even if a user requests deletion of their account.

## 7. YOUR RIGHTS & CHOICES

Depending on your location, you have rights to:

- Access your personal information
- Update or correct information
- Request deletion
- Opt out of marketing communications
- Request what data we hold about you
- Cancel a subscription with NWC
- Cancel a posted event

You do not have the right to:

- Request personal information that is not your own
- Cancel blogs, posts, events, sponsors, subscribers, or sellers that are not associated with your personal information.

To submit a request, contact us at:

Email: [donivan@inwcommunity.com](mailto:donivan@inwcommunity.com)

Phone: 208-819-0268

- NWC may request additional information to verify your identity before fulfilling any data-access or data-deletion request for your protection.

NWC will respond within a reasonable timeframe.

## 8. CHILDREN'S PRIVACY

NWC does not knowingly collect information from children under 16.

If we discover that such data has been collected, we will remove it promptly.

Parents may contact us to request deletion.

## **9. BUSINESS SPONSORS & SELLER DATA**

Sponsors and sellers agree that:

- Their business information may be displayed publicly
- Information submitted for marketing or listing purposes may be visible to users
- They are solely responsible for the accuracy of their own information
- They consent to NWC storing necessary business-related data

NWC does not store seller-specific payment or financial data; payments are processed through Stripe and secure third-party systems.

## **10. REPORTS, REFERRALS & REWARDS**

- When you report content (e.g., political, hate, nudity, CSAM, other), we store the report metadata (reporter, content type, reason, details) for moderation and safety purposes.
- If you participate in our referral program, we store referral links and signup associations for badges and rewards.
- Points, redemptions, and reward data are stored to operate our rewards program.

## **11. THIRD-PARTY LINKS**

NWC may contain links to external websites.

We are not responsible for:

- Their content
- Their privacy practices
- Their security standards

Users should review those websites' policies before interacting with them.

## **12. INTERNATIONAL USERS**

NWC is based in the United States and primarily serves residents of Idaho and Washington.

If you access the site from outside the U.S., you acknowledge that your data will be processed in the U.S.

## **13. CHANGES TO THIS PRIVACY POLICY**

NWC may update this Privacy Policy periodically.

Changes will be posted with a new "Last Updated" date.

Continued use of the website or app after changes constitutes acceptance.

## **14. CONTACT INFORMATION**

For privacy questions, requests, or concerns, contact:

Email: [donivan@inwcommunity.com](mailto:donivan@inwcommunity.com)

Phone: 208-819-0268

Mailing Address: 3650 N Government Way, STE F, Coeur D'Alene, Idaho, 83815