

Digital Green

Privacy

LAST UPDATED: October, 2024

Digital Green (“Digital Green”, “we” or “us” or “our”) collects, uses and discloses Personal Information [insert link to app layer] offer tailored high information gathering practices relevant to our artificial intelligence-powered chatbot assistant (“the Chatbot”) and the related mobile application (the “App”). This Privacy Policy describes our processing practices in connection with Personal Information that we collect online and offline through:

- Our websites (“**Websites**”);
- The software applications made available by us for use on or through computers and mobile devices (“**Apps**”);
- Our social media pages, including without limitation Facebook, X, LinkedIn, Instagram, and YouTube (“**Our Social Media**”);
- HTML-formatted email messages that we send to you that link to this Privacy Policy or other communications with you (“**Emails**”); and
- Any other offline interactions you may have with us, including trainings (“**Offline Interactions**”).

COLLECTION AND PROCESSING OF PERSONAL INFORMATION

Collectively, we refer to the services provided through the Websites, the Apps, Our Social Media, emails and other communications, and Offline Interactions as the “**Services**.” **Personal Information** “Personal Information” is information that identifies an individual or relates to an identifiable individual. We may

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encourage you to review any Privacy Policy Highlights, if applicable):

- **Name & Contact Details:** Such as first and last name, title, prefix, email address, and telephone number.
- **Identity information:** Such as driver's licenses, identity cards, government issued IDs, passports, or professional or trade-related information and proof of residential address.
- **Demographic Information:** Such as gender.
- **Organization Contact Details:** Such as name of employer or affiliation, job title, organization email address, organization telephone number, organization postal address, country of business.
- **User Content:** Such as reviews about our technology products and trainings that we have provided to you, and other content you may create or share with us during our relationship, including posts on Our Social Media.
- **Preferences:** Such as language, interests, and other feedback/preferences that you might express during your use of our Services.
- **Marketing Data:** Such as your choices regarding our newsletters, surveys, and other marketing/advertising displayed or provided to you, and preferred methods of such promotional communication.
- **Relationship History:** Such as details of your communications, donations, or interactions with us.
- **Visitor and Event Information:** Such as dietary restrictions, travel, and accommodation details, issued identification pass to access the premises, and other details specific to a particular in-person training that you share with us.
- **User Photographs and Videos:** Such as photos and videos submitted by you while using our Services.
- **Recordings:** Such as audio and/or video recordings of online or in-person trainings.
- **IP Address:** Your IP address is automatically assigned to your computer by your Internet Service Provider. An IP address may be identified and logged automatically in our server log files whenever a user accesses the Services,

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purposes such as calculating usage levels, diagnosing server problems, and administering the Services. We may also derive your approximate location from your IP address when using our website.

B. Personal Information we collect through your use of our Services or from other sources:

- **Social Media Information:** Such as profile pictures, social media account ID, and other social media profile information, including lists of friends/followers on social media.
- **Event Photographs and Videos:** Such as photos and videos taken at one of our training.
- **CCTV and Site Security Information:** Such as images or video footage captured or recorded by CCTV and other security measures on our office premises.
- **Device Information:** Such as information about your devices and your use of our Services. This includes data obtained through cookies and similar technologies, as described in [Other Information](#).

How we collect Personal Information We and our service providers collect Personal Information in a variety of ways, including through our Services. We need to collect Personal Information in order to provide the requested Services to you. If you do not provide the information requested, we may not be able to provide the Services. If you disclose any Personal Information relating to other people to us or to our service providers in connection with the Services, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Policy.

PROCESSING OF PERSONAL INFORMATION

We and our service providers use Personal Information for the following purposes:

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when you request other information about our Services); to send you administrative information, such as information regarding the Services and changes to our terms, conditions and policies; to allow you to send Services related content to another person through the Services if you choose to do so.

- **Operations and general business.** *To administer online Services (including troubleshooting and diagnostic testing, conducting performance analyses of our systems and Services, testing new system features to evaluate their impact, system and log maintenance, technical support, system debugging, and the hosting of data); to facilitate reorganizations and restructurings of our organization (including prospective changes).*
- **Visits, trainings, fundraisers, and other events.** *To facilitate and participate in trainings, fundraisers, and events, including welcoming guests and visitors to our premises.*
- **Solicitations.** *To send you our newsletters, publications, and mailings related to our trainings, technology products, or donation opportunities that we think may be of interest to you; to fulfill your event registration requests and provide services, including the provision of trainings and other events; to send information about our Services and other news about us.*
- **Relationship building and engagement.** *To facilitate and respond to any social sharing and posts on our Service.*
- **Personalizing the Services.** *To personalize our interactions with you and provide you with information and/or services tailored to your interests, such as delivering content via our Services that we believe will be relevant and interesting to you.*
- **Improving and developing new technology products and Services that we may provide to you.** *To conduct data analysis, for example, monitoring and analyzing usage of Services and using data analytics to improve the efficiency of our Services; to develop new Services; to consider ways for enhancing, improving, repairing, maintaining or modifying our current Services; to identify usage trends, for example, understanding which parts of our Services are of most interest to users; to determine the effectiveness of*

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to our users so we can focus our energies on meeting our users' interests.

- **Aggregating and/or anonymizing Personal Information.** *To aggregate and/or anonymize Personal Information so that it will no longer be considered Personal Information.*
- **Preventing fraud and maintaining security.** *To conduct audits, verify that our internal processes function as intended and are compliant with legal, regulatory, or contractual requirements; to monitor for and prevent fraud; for security purposes, including system security and on-site security of our premises.*
- **Fulfilling our legal and compliance obligations.**
 - *To fulfill our legal and compliance-related obligations [‘Other Disclosures’], including complying with applicable laws; to comply with legal processes; to respond to requests from public and government authorities; to meet national security or law enforcement requirements.*
 - *To enforce our terms and conditions and standards; to protect our operations; to protect the rights, privacy, or our property; to respond to auditors; to allow us to pursue available legal remedies and make insurance claims, defend claims, and limit the damages that we may sustain.*
- **Emergency and incident response.** *To ensure the safety of on-site personnel and visitors; to respond to, handle and document on-site accidents and medical and other emergencies; to actively monitor properties to ensure adequate incident prevention, response and documentation (including CCTV); to request assistance from emergency services; to send notifications and alerts in the event of incidents or emergencies (such as via SMS, email, call, audio-visual device prompts, etc.).*

*For more information on our legal obligations, please see section ‘***Other Disclosures***’ below. ** For more information on disclosure of Personal Information in connection with a sale or business transaction, please see ‘***Other Disclosures***’ below. **DISCLOSURE OF PERSONAL INFORMATION** The

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services or platforms you use.

Recipients

Digital Green entities

Website hosting service providers

Information technology and related infrastructure service providers

Email delivery service providers

Advertising networks

Analytics providers for our Services

Purpose

- Operations and general activities
- Providing the functionality of the Services
- Improving the Services
- Operations and general activities
- Providing the functionality of the Services
- Fraud prevention and security
- Improving the Services
- Operations and general activities
- Providing the functionality of the Services
- Communicating important changes
- User-care service
- Improving the Services
- Marketing
- Personalizing our Services
- Providing the functionality of the Services
- Relationship building and engagement
- Visits, trainings, and events
- Improving the Services
- Marketing and fundraising
- Personalizing our Services
- Relationship building and engagement
- Aggregating and/or anonymizing Personal Information

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User survey providers

- ~~Improving our services~~

- Marketing
- Operations and general business
- Personalizing our Services
- Relationship building and engagement
- Improving the services
- Participating in market-wide aggregate-level studies

Law enforcement, public, regulatory and government authorities, courts, or tribunals

- Due Diligence and Anti-Fraud
- Emergency and Incident Response
- Fraud prevention and security
- Legal and compliance
- Emergency and Incident Response
- Legal and compliance

Emergency services

Auditing service providers and other professional advisors, such as accountants, actuaries, experts, consultants, lawyers, banks and financial institutions

- Due Diligence and Anti-Fraud
- Fraud prevention and security
- Legal and compliance
- Improving and developing new products and Services

Other services, including, without limitation, our Social Media Pages

- Individual user public interactions and communications, such as message boards, chat, profile pages, blogs and other services to which you choose to post information and content
- Social sharing activities

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Digitally Enabled, Socially Skilled.

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