



HELPSEEKER  
TECHNOLOGIES

# HelpSeeker Technologies

## Privacy Policy

2022

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[HelpSeeker.co](https://www.HelpSeeker.co)



**Helpseeker Technologies**  
Solutions for Complex Social Challenges

**This Privacy Policy applies between you and HELPSEEKER INC. This Privacy Policy should be read in conjunction with the Terms of Services, which is incorporated by reference and may be [found here](#).**

## **1. Privacy policy**

This Privacy Policy explains how HELPSEEKER INC. (referred herein as “HelpSeeker” or “we” or “us” or “our”) Collects your Personal Information (defined below) as part of the provision of the services on the HelpSeeker website, mobile application, and certain of its service providers that post or link directly to this Privacy Policy (collectively, the “Application”) and through other means, how we protect such data, and the choices you have concerning our use of such data. Please read this Privacy Policy carefully. HelpSeeker may from time to time update this Privacy Policy. Any changes to this Privacy Policy will become effective when we post or link to the revised Privacy Policy on the Application.

You do not have to provide us with any Personal information to visit the public portions of the Application. However, if you choose to withhold requested information, you may not be able to visit all sections or use all features of the Application or access all of the services, including use of the Application (collectively, the “Services”) offered by HelpSeeker.

Please note that by accessing the Application, you are accepting the practices described in this Privacy Policy and consenting to our collection and use of your Personal Information and Non-Personal Information (each as defined below) as set out in this Privacy Policy. If you wish to sign up to use the Services, you will be asked to provide your consent to use your Personal Information to contact you for purposes of applicable personal information privacy statutes, credit bureau reporting rules, anti-spam legislation and consumer protection legislation. If you do not agree to these terms, please do not use this Application. If you do agree to these terms you may withdraw your consent at any time by contacting HelpSeeker at [admin@helpseeker.org](mailto:admin@helpseeker.org)

This Privacy Policy shall apply to any HelpSeeker mobile application and other forms of HelpSeeker online activity that reference this Privacy Policy. In such instances, the term “Application” shall include the applicable mobile application or other HelpSeeker online activity whenever that term is used herein. In connection with your use of any HelpSeeker mobile application, your Personal Data Information (and Non-Personal Information, each of which is defined and described below) may also be collected and used by your mobile device manufacturer, the mobile application store from which you obtained the HelpSeeker mobile application, your telecommunication provider, or other third parties involved in the delivery of the application or

data to your mobile device, and such practices shall be subject to the privacy policy of the applicable third party.

HelpSeeker reserves the right to transfer Personal Information in the event that we merge with or are acquired by a third party. We also may disclose your Personal Information for any other purpose permitted by law or to which you consent.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

HelpSeeker is a strong supporter of online privacy and individual rights. We respect your privacy and only collect the minimum data necessary to run the Service effectively. Any data you store on HelpSeeker is yours and we claim no rights to it. This Privacy Policy summarizes what personal information we collect, and how we use and disclose this information.

## 2. Information we collect

When you register, request services, make payments, request feedback, download software, or enter contests from the HelpSeeker Applications, HelpSeeker may ask you to provide contact and preference information by submitting an online form. We collect this information for a variety of reasons, including HelpSeeker's effort to inform you of upgrades, changes in Sservices, special offers, and other products and services that you may be interested in. When you submit personal information to HelpSeeker, you understand and agree that HelpSeeker may access, store, and use your user profile in any of the countries that HelpSeeker operates. As a result, this information may be subject to access requests from governments, courts, or law enforcement in those jurisdictions according to laws in those jurisdictions.

Helpseeker is not responsible for content or privacy practices of websites that are not affiliated with [helpseeker.org](http://helpseeker.org) or any other site, client or service that may or may not be linked to the helpseeker pages.

Two types of information or data may be collected through the Application and our Services: Personal Data and Non-Personal Data. "Personal Information" is data that is personally identifiable when it can be reasonably linked to a particular person, computer or device. This may include persistent identifiers such as device identifiers, MAC addresses and static IP addresses as well as first name/last name combination, email address, Social Insurance Number (Canada), Social Security Number (USA), Driving License Number as well as Passport Number. HelpSeeker will only collect such Personal Information as is reasonably necessary to run the Service effectively.

"Non-Personal Information" is information of an anonymous nature, such as the domain used to access the Application, the type and version of browser or operating system being used by visitors

to the Application, and aggregated information, such as demographic and interest statistics of our users (e.g. average age, geographical allocation, or affinity categories of our users), number of visitors, what pages users access or visit, and average time spent on the Application (collectively, the latter being “Aggregate Data”). Although the use of certain Non-Personal Information collected, used or disclosed through the Internet as described herein is not restricted (and to the extent that such is the case, the obligations under this Privacy Policy do not apply to such information), we provide information in this Privacy Policy about the collection of such information for the sake of transparency with respect to the operation of the Application. Such Non-Personal Information is collected or derived by us in the course of operating this Application. For example, our web servers may automatically collect Non-Personal Information that is provided through your browser or stored in a cookie when you choose to visit the Application.

The device or media on which your Personally Identifiable data is stored is identified and tracked by us. This is to ensure your Personally Identifiable data is protected and separated from non-Personally Identifiable data. Your security is important to us.

### 3. Sharing your information

We use remarketing services to advertise on third party web sites to you after you visited or use our Service. We, and our third party vendors, use cookies to inform, optimize and serve ads based on your past visits to our Service. In certain circumstances, your implied consent to our accessing, using or disclosing may be provided if you do not instruct your web browser to refuse all cookies or to indicate when a cookie is sent or if you do not opt out of Google Analytics or other services, as indicated below.

#### → Google

Google AdWords remarketing service is provided by Google Inc. You can opt-out of Google Analytics for Display Advertising and customize the Google Display Network ads by visiting the Google Ads Settings page: <http://www.google.com/settings/ads>. Google also recommends installing the Google Analytics Opt-out Browser Add-on - <https://tools.google.com/dlpage/gaoptout> - for your web browser. Google Analytics Opt-out Browser Add-on provides visitors with the ability to prevent their data from being collected and used by Google Analytics.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <http://www.google.com/intl/en/policies/privacy/>

#### → Twitter

Twitter remarketing service is provided by Twitter Inc. You can opt-out from Twitter's interest-based ads by following their instructions:

<https://support.twitter.com/articles/20170405>. You can learn more about the privacy

practices and policies of Twitter by visiting their Privacy Policy page:

<https://twitter.com/privacy>

→ Facebook

Facebook remarketing service is provided by Facebook Inc. You can learn more about interest-based advertising from Facebook by visiting this page:

<https://www.facebook.com/help/164968693837950>. To opt-out from Facebook's

interest-based ads follow these instructions from Facebook:

<https://www.facebook.com/help/568137493302217>. Facebook adheres to the

Self-Regulatory Principles for Online Behavioral Advertising established by the Digital Advertising Alliance. You can also opt-out from Facebook and other participating companies through the Digital Advertising Alliance in the USA

<http://www.aboutads.info/choices/>, the Digital Advertising Alliance of Canada in Canada

<http://youradchoices.ca/> or the European Interactive Digital Advertising Alliance in Europe

<http://www.youronlinechoices.eu/>, or opt-out using your mobile device settings. For more

information on the privacy practices of Facebook, please visit Facebook's Data Policy:

<https://www.facebook.com/privacy/explanation>

In addition to remarketing services, we may also share your information with:

- any company within HelpSeeker Inc., for the purposes set out in this Privacy Policy, (e.g. global information and customer relationship management; software and service compatibility and improvements; and to provide you with any information, applications, products or services that you have requested);
- our service providers and agents (including their sub-contractors) or third parties which process information on our behalf (e.g. internet service and platform providers, payment processing providers and those organizations we engage to help us send communications to you) so that they may help us to provide you with the applications, products, services and information you have requested or which we believe is of interest to you;
- third parties used to facilitate payment transactions, for example clearing houses, clearing systems, financial institutions and transaction beneficiaries;
- third parties where you have a relationship with that third party and you have consented to us sending information (for example social media sites or other third party application providers);
- third parties for marketing purposes;
- regulators to meet HelpSeeker's legal and regulatory obligations;
- law enforcement agencies so that they may detect or prevent crime or prosecute offenders;

- any third party in the context of actual or threatened legal proceedings, provided we can do so lawfully (for example in response to a court order);
- any third party in order to meet our legal and regulatory obligations, including statutory or regulatory reporting or the detection or prevention of unlawful acts;
- any third party in order to meet our legal and regulatory obligations, including statutory or regulatory reporting or the detection or prevention of unlawful acts;
- our professional advisors and auditors for the purpose of seeking professional advice or to meet our audit responsibilities;
- another organization if we sell or buy (or negotiate to sell or buy) any business or assets;
- another organization to whom we may transfer our agreement with you; and
- Government departments where reporting is mandatory under applicable law.

## 4. User behaviour and analytics tracking

HelpSeeker may use its own proprietary analytics metrics tool and third-party analytics technologies, such as Google Analytics, to collect Non-Personal Information when you use the Services, such as device unique identifiers and settings, internet provider, carrier, operating system, hardware information, localization information, date and time spent on the Services, your search activity, metrics and statistics, feature usage and time spent on the Services, advertising conversion rates, monetization rate, purchase history, and other similar information.

HelpSeeker may share or solicit user information in the aggregate to third parties. For example, HelpSeeker may disclose the number of users that have been exposed to, or clicked on, a particular Client listed on the Services. HelpSeeker uses this information to improve the Services and to share information about user behavior in relation to the Services to, without limitation, businesses, social service agencies, and educational institutions.

You agree that Helpseeker will have the right to generate aggregate data and that the aggregate data may be used for a business purpose during or after your use of the services (including without limitation to develop and improve helpseekers services and to create and distribute reports and other materials). For clarity, helpseeker will only disclose aggregate data externally in an anonymous form that does not personally identify the user and will be stripped of all persistent identifiers (such as device identifiers, ip addresses, and cookie ids). You are not responsible for helpseeker's use of the aggregate data.

Clients acknowledge and agree that helpseeker will have the right to collect aggregate data and user feedback from publicly available information in relation to an client's programs and services. Helpseeker shall have the right to collect aggregate data and user feedback regardless of whether the respective client has an account with helpseeker. Clients shall have the right to opt-out of helpseeker's collection of aggregate data and user feedback in relation to their respective programs and services, in accordance with helpseeker's opt-out policy, found at section 210 of helpseeker's terms of service, located [here](#).

## 5. How we protect personal information

The security of your Personal Information is important to us. We protect your Personal Information by maintaining physical, organizational and technological safeguards appropriate to the sensitivity of such Personal Information. Personal Information may only be accessed by persons within our organization who require such access to provide you with the Services indicated above. Personal Information we collect is maintained with the source of the information at our head office.

We retain Personal Information that we collect only as long as necessary for the purposes for which it was collected or to meet legal requirements. We destroy Personal Information when it is no longer needed.

HelpSeeker takes the security of Personal Information very seriously. HelpSeeker employs firewalls, anti-malware, strong encryption, intrusion detection and prevention systems.

Personally Identifiable data will be securely deleted from HelpSeeker systems after the data is no longer deemed necessary for its business purpose or after you have withdrawn your consent to use the data.

## 6. Children

Our Service does not address anyone under the age of 18 ("Minor"). We do not knowingly collect Personal Information from Minors. If you are a parent or guardian and you are aware that your Minor has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from Minors without verification of parental consent, we take steps to remove that information from our servers.

## 7. Access and rectification

You have a right to access your Personal Information, to request a correction to it if you believe it is inaccurate, and the right to transfer your Personal Information to another service provider. You also have the right to request your data to be deleted by withdrawing your consent to its use. To request corrections or withdraw your consent please send a request to HelpSeeker at [admin@helpseeker.org](mailto:admin@helpseeker.org)

## 8. Changes to this privacy policy

The Services and our business may change from time to time. As a result, at times it may be necessary for us to make changes to this Privacy Policy. HelpSeeker reserves the right, in its sole discretion, to update or modify this Privacy Policy at any time (collectively, the “Modifications”). Modifications to this Privacy Policy will be posted to the Application with a change to the “Updated” date at the top of this Privacy Policy. In certain circumstances, HelpSeeker may, but not need, provide you with additional notice of such Modifications, such as via email or with in-Service notifications. Modifications will be effective fifteen (15) days following the “Updated” date or such other date as communicated in any other notice to you.

Please review the Privacy Policy periodically, and especially before you provide Personal Data. This Privacy Policy was updated on the date indicated above. Your continued use of the Services following the effectiveness of any Modifications to this Privacy Policy constitutes acceptance of those Modifications. If any Modification to this Privacy Policy is not acceptable to you, you should cease accessing, browsing and otherwise using the Services.

## 9. How to contact us

If you have any questions regarding this Privacy Policy, or to access your information, please contact HelpSeeker at [admin@helpseeker.org](mailto:admin@helpseeker.org)