

Foundgood Privacy Policy

Foundgood is owned by Found Aid ApS (www.found-aid.org). This privacy policy explains how our organization uses the personal data we collect from you when you use our website.

Topics

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What Data Do We Collect?

We collect the following information from you via the Website and Platform:

- Your name and e-mail address
- Information you provide when sending inquiries and/or requests for support
- Photographs and videos you as a grantee upload
- Grant reporting data provided by you as a grantee
- Grant data provided by funders subscribing to Foundgood

How Do We Collect Your Data?

You directly provide Foundgood with most of the data we collect. We collect data and process data when you:

- Register online or request to use our products or services.
- Voluntarily complete a customer survey or provide feedback via email
- Use or view our website via your browser's cookies.
- Upload text, photos, videos to describe initiatives and their progress

Foundgood may also receive data directly from the funders of grants and hence we have a data handler agreement in place for each of such funders.

How Will We Use Your Data?

Foundgood collects your data so that we can:

- Administer the Website and Platform and perform internal operations including providing login details, troubleshooting, data analysis, testing, research, statistical and survey purposes
- Provide you with information in respect of the Website and/or Platform
- Provide you with any support that you may request in relation to the use of the Website and/or Platform
- Ensure that features and content from the Website and Platform are available for you (if you choose to use them) and are presented in the most effective manner for you and for your devices
- Check and confirm that we carry out your instructions accurately, to enable us to review and improve our services and operations and develop new and changed, services and operations
- Keep the Website and Platform safe and secure
- Contact you if you have chosen to subscribe to our mailing list to receive updates from us

How Do We Store Your Data?

Foundgood securely stores your data at Amazon Web Services, EU and Salesforce lmtd., UK.

Foundgood will keep grant data for as long as required by the granting foundation. As a grantee, please contact your funding organization to understand how long time this is as it may vary from funder to funder. Once this time has expired, we will delete your data.

Please note that personal data can be held in a non-anonymised form for a period of up to 12 months following closure of your account/erase of your personal data as part of our regular system backup schedule.

What Are Your Data Protection Rights?

Foundgood would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Foundgood for copies of your personal data. You can be charged a small fee for this service.

The right to rectification – You have the right to request that Foundgood correct any information you believe is inaccurate. You also have the right to request Foundgood to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Foundgood erase your personal data. You can be charged a small fee for this service.

The right to restrict processing – You have the right to request that Foundgood restrict the processing of your personal data.

The right to object to processing – You have the right to object to Foundgood's processing of your personal data

The right to data portability – You have the right to request that Foundgood transfer the data that we have collected to another organization, or directly to you. You can be charged a small fee for this service.

If you make a request, we will respond to you without undo delay within reasonable business and commercial requirements. If you would like to exercise any of these rights, please contact us at our email: support@foundgood.org

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How Do We Use Cookies?

Foundgood uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What Types of Cookies Do We Use?

- There are several different types of cookies, however, our website uses only strictly necessary cookies. These are cookies that are required for the operation of the Website. They include, for example, cookies that enable you to log into secure areas of the Website, use a shopping cart or make use of e-billing services.
- We also use Analytical/Performance Cookies. These cookies allow us to recognize and count the number of visitors and to see how visitors move around the Website when they are using it. This helps us to improve the way the Website works, for example, by ensuring that users are finding what they are looking for easily.

How to Manage Cookies

You can set your browser not to accept cookies, and this website (allaboutcookies.org) tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy Policies of Other Websites

The Foundgood website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to Our Privacy Policy

Foundgood keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 2 April 2025.

How to Contact Us

If you have any questions about Foundgood's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: support@foundgood.org

How to Contact the Appropriate Authority

Should you wish to report a complaint or if you feel that Foundgood has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: Hannebrinch@found-aid.org