



Crowd9 Membership Management - Privacy Policy

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Policy Overview

This document serves as an outline to explain how personal user data is collected and used by the Crowd9 development, marketing and billing teams. The usage of personal user data, obtained from the Crowd Membership Management Web and Mobile applications (Crowd9 Apps), consists of the following four areas of concern:

1. **Account related data:** Personal user and organisation related data that is obtained as a result of account sign-up and organisation registration.
2. **Communication related data:** Contact information that is used in the sending of messages.
3. **Activity logging data:** User data that is obtained as a result of user activities within the Crowd9 platform.
4. **User captured data:** Personal user or member data that is obtained from user input, data capturing or event sign-ups.
5. **Website or Application cookies:** Cookies that are created and stored on a user's personal computer or mobile device for use with Crowd9 services.

As a general principle: the Crowd9 team will NEVER share any personal user or captured member data with ANY **third-party** marketing or analytical services.

Account related data

In order for the Crowd9 support team and various automated system processes to interact with users and account holders, the collection of certain personal data items is required. Data is collected and used in the following ways:

1. **Account creation:** Various personal and organisation level details are collected and used in order to facilitate the registration and setup of a Crowd9 account.
2. **Billing details:** Various personal and organisation level details are collected and used in order to facilitate the processing and sending of monthly billing invoices as well as aid in billing related support.
3. **Customer support:** Various personal and organisation level details are collected and used to provide efficient customer support. User or organisation contact details may be used in order to inform customers of important account related information or notices.
4. **Data setup:** Various personal and organisation level details are collected and used in order to facilitate the initial setup of system users or the potential importing of member data.

The Crowd9 team will NEVER share any account related user data with any third-party marketing or analytical services.

Communication related data

In order for Crowd9 users to make use of the system's messaging functions, the following member contact information might be captured by those users:

1. **Email addresses:** Used in the sending of bulk or single email message campaigns, automated birthday notifications and calendar/event related messaging.
2. **Mobile numbers:** Used in the sending of bulk or single SMS message campaigns and automated birthday notifications and calendar/event related messaging.
3. **Physical or postal addresses:** Used as a reference for easy filtering and dynamic map searches.

Since the capturing of member data is the duty of an organisation's appointed data capturing user, the Crowd9 technical and administration team **cannot be held responsible** for any possible abuse of communication channels that may occur. This would include, but not limited to:

1. Unsolicited messaging campaigns to unwilling recipients.
2. The distribution of insensitive, offensive or inappropriate content within message bodies.
3. The distribution of inappropriate content to minors within message bodies.
4. The sending / scheduling of messages that will be received at inappropriate times (e.g. at midnight).
5. The sending of messages to recipients who have already chosen to unsubscribe or opt-out of message campaigns from a particular organisation.

The Crowd9 team expects that users who use the system's messaging functionality, to do so with respect and consideration of the people who are captured in their data listings. Failing to do so may result in account suspension or cancellation. Any abuse or misuse of these facilities can be reported to support@crowd9.co.za.

No Crowd9 user, regardless of relationship to its members, may share any contact or personal details of its captured member data with ANY third-party marketing or analytical services. A failure to comply with this, may result in account suspension and possible legal action.

Activity logging data

For security reasons, the Crowd9 system will automatically log certain user-activity. This activity can be used in the auditing of user activity, should there be a need to do so. The following user activity is tracked and logged automatically by the system:

- User sign-in date and a time data.
- User password reset related activity.
- The creation, editing and deleting of Site, Member, Family, Visitor, Group, Tag, Message, Event, Attendance Register and Calendar related data.
- The creation, editing and deleting of User related data.
- The capturing of Attendance Registry / Check-in data.
- The editing of organisation settings.

In the case of Mobile Applications, Crowd9 will store the unique device identifier of a user's mobile device. This identifier may aid in the blocking of Crowd9 access on stolen/lost devices.

The Crowd9 team, might also record the details of support requests made by system users for auditing or tracking purposes. The Crowd9 team will NEVER share any user activity related data with any third-party marketing or analytical services.

User captured data

The Crowd9 system, gives its users the ability to build a data list by capturing the personal details people who are associated with their organisation. Personal details may include (but not limited to) the following:

1. The capturing and storing of people's physical or postal address.
2. The capturing and storing of people's family name and family structure.
3. The capturing and storing of people's first and last names.
4. The capturing and storing of people's contact details (email address and mobile number).
5. The capturing and storing of people's birthday dates or date of birth information.
6. The capturing and storing of people's anniversary dates.
7. The grouping and categorisation of people with regards to their activities/responsibilities within the organisation.
8. The storing of data entered by external use of a public sign-up / event entry form.
9. The capturing and storing of dates related to people's activity within the organisation (e.g. date joined).

The Crowd9 team expects that its users handle/use their captured data in manner that is considerate and respectful to its members of organisation. The Crowd9 team will NEVER share and of the personal or contact details captured by users with any third-party marketing or analytical services. Users of the Crowd9 system are also prohibited from sharing any of their captured data with third-party marketing or analytical services. And violation of this will result in account suspension.

Website or Application cookies

Crowd9 web applications will store an essential user authentication cookie with an expiry date, in order to facility a user's signed-in session on the respective application. Essential cookies, are cookies that required for the application to run properly. The authentication cookie, allows the website to know who is currently logged into the application on your device. These cookies have an expiry date, which results in the system automatically logging a person out of the system once the cookie has expired. All cookies created by Crowd9 web applications are non-persistent – meaning that they do not persist when a user visits a website unrelated to the Crowd9 platform. No personal or activity-based data is ever shared with third-party websites or advertisement mechanisms.

Crowd9 mobile applications, which require secure user sign-ins, may also store an encrypted user identifier on the device. The purpose of this identifier, is to keep a user signed-in on their device for sub-sequent usage of the application. The locally stored identifier can be removed by signing out of the application or by clearing the application's data within the device's settings.

Additional Information

This document serves as an overview of the Crowd9 team's policy and ethics with regards to the storing and distribution of personal information. The content of this document may be adjusted without notice. For more information on Crowd9 policies, please contact support@crowd9.co.za.