

MentorAction - Privacy Policy

Effective Date: March 7, 2026

MentorAction ("Mentor Action", "we", "our", or "us") respects your privacy and is committed to protecting the personal information of individuals who use the MentorAction mobile application and related services (the "Platform").

This Privacy Policy explains how we collect, use, store, and protect personal information when you access or use the Platform.

By using the Platform, you consent to the collection and use of information in accordance with this Privacy Policy.

1. Information We Collect

MentorAction may collect the following types of information when you use the Platform.

Account Information

When you register or access the Platform, we may collect information such as:

- Name
- email address
- organization (if applicable)
- account login credentials.

This information is used to create and manage your account.

Platform Usage Information

We may collect information about how users interact with the Platform, including:

- app usage activity
- features accessed
- time spent within the app
- navigation patterns.

This information helps us understand how the Platform is used and how it can be improved.

Evaluation and Feedback Data

As part of ongoing program evaluation, the Platform may periodically present optional evaluation prompts while users are using the app.

These prompts may request:

- responses to rating scales (for example, ratings from 1 to 5)
- optional written comments or reflections.

Providing responses is voluntary.

Evaluation responses are used to:

- assess the effectiveness of the Platform
- improve user experience and educational content
- measure program outcomes and impact.

2. How We Use Information

MentorAction may use collected information to:

- provide and operate the Platform
- create and manage user accounts
- improve the functionality and content of the Platform
- evaluate the effectiveness of the Platform
- analyze trends in platform use
- conduct program evaluation and research
- communicate important service updates.

Where possible, evaluation and usage information may be aggregated or anonymized so that individual users cannot be identified.

3. Aggregated and De-Identified Data

MentorAction may analyze and report on aggregated or de-identified data derived from user activity or evaluation responses.

Aggregated or anonymized data may be used for:

- research and program evaluation
- reporting on program outcomes
- improving platform design and educational tools.

This data will not identify individual users.

4. Sharing of Information

MentorAction does not sell personal information.

Personal information may be shared only in limited circumstances, including:

- with service providers that support the operation of the Platform (such as hosting or analytics providers)
- where required by law or legal process
- where necessary to protect the safety, rights, or security of users or the Platform.

Where third-party providers process data on our behalf, they are required to protect the information and use it only for authorized purposes.

5. Data Security

MentorAction takes reasonable administrative, technical, and organizational measures to protect personal information against unauthorized access, disclosure, alteration, or destruction. However, no method of electronic storage or transmission is completely secure, and absolute security cannot be guaranteed.

6. Data Retention

Personal information is retained only for as long as necessary to:

- operate the Platform
- fulfill evaluation and reporting requirements
- comply with legal obligations.

Aggregated or anonymized data may be retained for longer periods for research or program evaluation purposes.

7. User Responsibilities

Users should avoid submitting confidential, proprietary, or identifying workplace information through comments or feedback fields unless they are authorized to do so. Mentor Action is not responsible for confidential information voluntarily submitted by users.

8. Your Privacy Rights

In accordance with applicable privacy laws, users may request to:

- access personal information held about them
- request corrections to inaccurate information

- request deletion of their account information, where feasible.

Requests may be submitted using the contact information below.

9. Third-Party Services

The Platform may rely on third-party service providers to support hosting, analytics, or technical infrastructure.

These providers may process limited data on our behalf in order to operate the Platform.

10. Children's Privacy

The Platform is intended for individuals 18 years of age or older. MentorAction does not knowingly collect personal information from individuals under the age of 18.

11. Changes to this Privacy Policy

MentorAction may update this Privacy Policy from time to time. Updated versions will be posted within the Platform and the effective date will be revised accordingly. Continued use of the Platform after changes indicates acceptance of the updated Privacy Policy.

12. Contact Information

For questions about this Privacy Policy or requests regarding your personal information, please contact:

mentoraction@intervalhousehamilton.org

Interval House of Hamilton