

# Privacy Policy

## Emergence Group/ShopNavajo.com

Emergence Group is a 501 (c) (3) non-profit that offers ShopNavajo.com, a multi-vendor marketplace, as a Service. Additional Services may be added or removed, at the sole discretion of Emergence Group.

The privacy of information from our Vendors and Customers is very important to Emergence Group. We believe in transparency, and we're committed to being upfront about our privacy practices, including how we treat your Personal information. This policy explains our privacy practices for Emergence Group/ShopNavajo.com .

This policy does not apply to the practices of third parties (including third party services, such as other websites used by Vendors or by Payment Gateway processing companies).

## GENERAL POLICY

### 1. Personal Information Collected

As used in this Privacy Policy, Personal Information means information that relates, and is capable of being linked, to a particular person. It does not include de-identified or aggregate information. Users are defined as individuals or organizations interacting with Emergence Group staff, websites and/or social media platforms.

The Personal Information collected depends on the type of interaction we have with a User (such as calling, visiting our website, or social media platforms, etc.), the types of Shop products or services a User (Vendor or Customer) uses and what information Users choose to share with us.

Emergence Group collects the following categories of information about Users, some of which may be collected or maintained in a manner such that it can be considered Personal Information:

**Identifiers:** Examples of the types of identifiers that Emergence Group/ShopNavajo.com may collect include real names, nicknames, postal addresses, online identifiers, Internet Protocol addresses ("IP addresses"), email addresses, phone number and account numbers.

## **2. Use Made of Personal Information**

In this section of the Privacy Policy, we explain our commercial and business purposes for collecting information about Users. Emergence Group/ShopNavajo.com uses the information that it collects about Users, for the purposes listed below.

### **Providing Information, Products and Services**

Emergence Group/ShopNavajo.com collects information for the purpose of providing information, products and services. We may also use information to respond to inquiries from potential customers who are interested in learning more about or while purchasing our Vendor products and services. Examples of the types of uses of User information for these purposes include producing and delivering products or services ordered by consumers, administering Vendor shop websites, and displaying content based on consumer or Vendor preferences.

### **Security**

Emergence Group/ShopNavajo.com collects information for the purpose of ensuring that we maintain appropriate security over computer networks and our administrative services. We may also collect information for the purposes of detecting fraud or other suspicious activities.

### **Improving Our Services**

Emergence Group/ShopNavajo.com collects aggregate information for use in improving customer and vendor experiences and marketing to current and prospective Vendors or customers. Individuals may be contacted for specific media related Shop or personal exposure. Permission of Vendors or Customers will be obtained for any releases of personal information to be used in marketing ex. a comment for a social media post..

## **3. Emergence Group Security**

The security of your personal information is important to us. We follow generally accepted standards of encryption security (SSL) to protect the personal information submitted to us, both during transmission and after it is received. We strive to make certain that our servers and connections incorporate the latest encryption and security devices. We have implemented physical, electronic, and managerial procedures to safeguard and secure the information we collect. Credit card and Personal Information are transmitted by secure servers.

Unfortunately, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, while we strive to protect your personal information, we cannot guarantee its absolute security.

The Stripe Payment Gateway Security policy covers Security during purchasing transactions on Emergence Group/ShopNavajo.com. Stripe is responsible for the security of your credit card information, which Emergence Group never sees. See Stripe at: <https://stripe.com/privacy>

## **4. Retention of Personal Information**

Emergence Group/ShopNavajo.com will retain and use your information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your information to comply with applicable tax/revenue laws), resolve disputes, enforce our agreements, and as otherwise described in this policy.

## **5. Updates To this Privacy Policy and Notifications.**

We may change this Privacy Policy from time to time and it is the sole right of Emergence Group to do so at anytime it deems necessary, without prior warning.

## **6.Third-Party Websites**

Emergence Group/ShopNavajo.com may maintain links to other websites and other websites may maintain links to our websites. This Privacy Policy applies only to Emergence Group/ShopNavajo.com and not to other websites accessible from our sites or that you may use to access ShopNavajo.com, each of which may have independent privacy policies that may be different from this Privacy Policy.

## **7. Analytics**

We may use data analytics to ensure Site functionality and improve the Services. This software may record information such as how often you use the Site and other aggregated usage and performance data, We do not link the information we store within the analytics software to any personally identifiable information that you submit on the website or within our social media applications.

## **8.Release from Liability and Hold Harmless**

### Items You Purchase

You understand that Emergence Group/ShopNavajo.com does not manufacture, store, or inspect any of the items sold through our Services. We provide the venue; the items in our marketplaces are produced, listed, and sold directly by independent sellers, so Emergence Group cannot and does not make any warranties about their quality, safety, or even their legality. Any legal claim related to an item you purchase must be brought directly against the seller of the item. You release Emergence Group from any claims related to items sold through our Services, including for defective items, misrepresentations by sellers, or items that caused physical injury (like product liability claims).

### Content You Access.

You may come across materials that you find offensive or inappropriate while using our Services. We make no representations concerning any content posted by users through the Services. Emergence Group is not responsible for the accuracy, copyright compliance, legality, or decency of content posted by users that you accessed through the Services. You release us from all liability relating to that content.

The Customer or Shop Vendor who agrees to this "Privacy Policy", agrees to release, indemnify and hold harmless Emergence Group and ShopNavajo.com from any and all claims and losses in

any way related to the operation of the website ShopNavajo.com or the Vendor Shop on this website and the operation of the Vendor's business or the Vendor's sales and fulfillment processes and procedures engaged in on ShopNavajo.com.

Neither Emergence Group, nor any of its employees or Directors shall be liable to you for any loss of revenue, or for any damages arising out of or in connection with the Services or these Terms

You release Emergence Group from any claims, demands, and damages arising out of disputes with other users or parties. Emergence Group liability is limited to not more than \$100.

## **9. Contact**

If you have any questions:

Contact Emergence Group through their website at.

Emergence-group.org@gmail.com or

Contact ShopNavajo.com at. [hello@shopnavajo.com](mailto:hello@shopnavajo.com)

## **CUSTOMER PRIVACY**

**All Information in the General Policy Applies. In addition:**

### **1.Information Collected or Received**

In the course of providing our Services, we collect or receive your personal information in a few different ways. Often, you choose what information to provide, but sometimes you are required to provide certain information for you to use and for us to provide you with the Services.

To purchase an item, you will need to submit your contact information.

To pay using a Credit or Debit card there is need for the Payment Gateway company to collect your Card information to authenticate a payment. You may need to respond to a prompt from our card processors and provide additional information. Depending on your card issuer, this additional information may include a correct response to a question, a password, or a passcode.

Card processors are required to have secure encryption and related privacy policies that align with those used by Emergence Group. These third parties are the only entities that see your credit or other card information. Their encryption and other policies protect your information to the best of the abilities of current technology.

We need a physical postal address if you are buying something on the Site for mailed delivery.

# VENDOR PRIVACY

**All Information in the General Policy Applies. In addition:**

## **1.Registration, Account Setup**

In order to use our Services, you need to provide us with a valid email address, and for Services that require Vendor registration, a name associated with your account that you can choose to represent your identity and the Shop name you choose on ShopNavajo.com.

In order to use certain products or services on the Emergence Group/Shop Navajo.com, you may be required to complete an application; information that you submit through the application process will not be displayed publicly and will only be used internally by Emergence Group, unless you are contacted personally for approval. An example of added use would be a publicity item – flyer with your picture, news releases or posts on social media.

The name associated with your account, which you may review and change in your account settings, is publicly displayed and connected to your Emergence Marketplace/ShopNavajo activity. The public will see ratings, reviews, and related photos for items you listed for sale; your shop pages and policies; and information you decide to share via social networks.

You may review, or change, the Shop name through your account settings. You need to provide this information to enable us to provide you with the Services.. For example, we need a physical postal address if you are buying something on the Site for delivery.

Your Vendor account information is protected by a password. It is important that you protect against unauthorized access to your account and information by choosing your password carefully and by keeping your password and computer secure, including by signing out after using the Services.

Emergence Group may contact individual Shop owners confidentially to request more information about their shops or items listed through the Services, or to ensure compliance with our rules and applicable Tribal or State law.

## **2. Choice & Control**

Your Shop Account has a Dashboard which provides access to the Choice and Control options on the site. On the Dashboard you are provided with opportunities to customize the site, change the name, add or subtract items offered for sale and change any information about the items for sale.

If you no longer wish to use the Services or receive service-related messages (except for legally required notices), then you may close your account.

## **3. Retention of Personal Information**

Emergence Group/ShopNavajo.com will retain your information only for as long as is necessary for the purposes set out in this policy, for as long as your account is active (i.e., for the lifetime of your Emergence Group/ShopNavajo.com Vendor account), as described in this policy, or as needed to provide the Services to you. If you no longer want Emergence

Marketplace/ShopNavajo to use your information to provide the Services to you, you may close your account.

#### **4. Messages from Emergence Group/Marketplace**

On occasion, Emergence Group/ShopNavajo.com will need to contact you. Primarily, these messages are delivered by email. We may also contact you by telephone to provide member support or for transaction-related purposes if you have identified that we can call you.

#### **5. Community**

Emergence Group/ShopNavajo.com is a common marketplace and a community. While information on each Vendor's shop is secure, we assume that none of our Vendors will comment, or otherwise do anything that interferes with other Vendor's ability to make a sale.

We are here to each grow our businesses, which we can best do by supporting each other.

Last Updated: March 5, 2020