

## **Miracle Foundation**

### **Privacy Policy**

Effective Date: April 15th, 2025

#### **Introduction**

A. This Privacy Policy (the “**Privacy Policy**”) describes Miracle Foundation, Inc.’s (“**Miracle Foundation**,” “**we**,” “**our**,” or “**us**”) collection, use, disclosure, and other processing of personal information that you provide to us or that we collect, including via the access to and use of our websites [www.miraclefoundation.org](http://www.miraclefoundation.org), <https://miraclefoundationindia.in/>, <https://www.thrivewellapp.com/>, [www.thrivescale.org](http://www.thrivescale.org), and [www.fostershare.org](http://www.fostershare.org) (collectively, the “Websites”) and our mobile applications and software provided by us as part of the Thrive Well™ platform (“the Apps”) and opt-in text messaging (“SMS”). Any reference to the Websites in this Privacy Policy shall also be deemed to include the Apps when not explicitly mentioned.

B. IMPORTANT NOTE: By accessing or using the Websites or Apps, or providing your data to us, you agree to Miracle Foundation’s collection, use, and disclosure of your or your child’s personal information as described in this Privacy Policy. This Privacy Policy is incorporated into and subject to all Terms of Use for the Websites and Apps (each a “**Terms of Use**”). People who visit the Websites or use the Apps are referred to as “**Users**.”

**Children’s Privacy.** Users must be at least 18 years old to create an account or register for the Website or Apps. We do not collect personally identifiable data from any person we know to be under the age of 13 without consent of such child’s parent or legal guardian, and we instruct children under 13 not to send us any information unless we have obtained such consent. Miracle Foundation does not knowingly ask for any personal information from children under the age of 13 without first obtaining the consent of such child’s parent or legal guardian. If we become aware that we have collected personal information from a child under 13 years old in a way that is inconsistent with the Children’s Online Privacy Protection Act of the United States, then Miracle Foundation will use commercially reasonable efforts to promptly delete this information.

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## Information that Miracle Foundation Collects From You

**A.** Miracle Foundation may collect personal information from you, such as your or your child's first and last name, location, address, state and county of residence, email address, photo, username and password, phone number, employer, and any other information you provide to us when you create an account to log into our network or use our Websites or Apps (your "**Account**").

**B.** If you use our Apps on your mobile device, we may collect your phone number, mobile software and hardware information, and unique device ID number.

**C.** If you provide us feedback or contact us, we will collect your name and email address, as well as any other content included to assist in sending you a reply.

**D.** Miracle Foundation may collect information that Users submit to the Websites and Apps, such as comments, uploaded media, postings, messages, text, files, images, graphics, photos, audio clips, sounds, video, or other materials, or messages to other Users, including such materials that may contain personally identifiable information.

**E.** Miracle Foundation also collects other information voluntarily provided by Users to Miracle Foundation or via any sign-up or opt-in pages of the Websites.

## IV. Information Collected via Technology

**A. Information Collected by our Websites.** To make our Websites more useful to you, we automatically track certain information about the visits to our Websites, including your browser type, operating system, Internet Protocol (IP) address, clickstream data, referring and exiting pages, and a date/time stamp for your visit. Miracle Foundation uses cookies, web beacons, log file information, and similar mechanisms for all or any of the following purposes:

1. To store information so that you will not have to re-enter it during your visit or the next time you visit the Websites.

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2. To deliver custom, personalized content and information.
3. Identify you when you access, visit, or log-in to the Websites.
4. To note the different areas of the Websites that have recently been accessed through your computer. Information collected in this way may be used to develop and manage the online services of Miracle Foundation by, for example, storing information about your preferences so as to enable Miracle Foundation to customize the Websites according to your individual interests.
5. Improving the content of the Websites or Apps and conducting various other diagnostics to improve the Websites or Apps. Miracle Foundation may, for example, use Cookies to monitor aggregate metrics such as total number of Users and pages viewed.
6. Analyzing and improving Website security.

**B. Cookies.** Like many online services, we use cookies to collect information. “Cookies” are small pieces of information that a website sends to your computer’s hard drive while you are viewing the website. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our Websites or Apps. This type of information is collected to make the Websites or Apps more useful to you and to tailor your experience to meet your special interests.

**C. Mobile Services.** We may also collect non-personal information from your mobile device if you have downloaded our Apps. This information is generally used to help us deliver the most relevant information to you. Examples of information that may be collected and used include how you use the Apps, and information about the type of device you use. In addition, in the event our Apps crashes on your mobile device, we will receive information about your mobile device model software version and wireless

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service carrier, which allows us to identify and fix bugs and otherwise improve the performance of our Apps.

**D. Third-Party Analytics.** We use certain third-party service providers to help analyze how Users use our Websites and Apps (“Analytics Companies”). These Analytics Companies use certain technologies, like Cookies, to collect information such as how often Users visit our Websites, what pages they visit, where they go, and what other sites they used prior to coming to our Websites. We use the information we get from Analytics Companies to improve our Websites or to develop new product offerings, as well as improve our business and services to you.

**V. Interaction with Third-Party Sites and Services.** Certain services or other materials displayed on the Websites and Apps may link to or be provided in connection with third-party services and content. We do not control those third-party services and content and our Terms of Use and this Privacy Policy do not apply to those third-party services. You should read the terms of use agreements and privacy policies that apply to such third-party services and content. We are not responsible for the practices of third-party websites or services linked to or from our Websites and Apps, including, without limitation, the information or content contained within them. In addition, by using our Websites you agree that we are not responsible and do not have control over any third parties that you authorize to access information you provide to them. If you are using a third-party website or service and you allow them to access your personal information, you do so at your own risk.

## **VI. How We Use Information**

**A. General Use.** In general, the personal information you submit to us is used to operate the Websites and Apps, to respond to the requests you make, or to aid us in serving you better. We use your personal information in the following ways:

1. to facilitate the creation of and secure your Account on our network;
2. to facilitate our receipt of a donation;

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3. to identify you as a user in our system and to otherwise administer and operate our Websites and Apps
4. to facilitate your communications with other Users;
5. to improve the quality of experience when you interact with our Websites and Apps;
6. to send you administrative email notifications, such as security or support and maintenance advisories;
7. to deliver customized or personalized content and information;
8. to respond to your inquiries and other requests;
9. to comply with rules and regulations including 501(c)(3) non-profit financial reporting requirements;
10. to comply with any reporting requirements related to specific grants or contributions; and
11. to track and analyze donor data.

**B. Feedback.** We may use your feedback to enhance or modify the Websites, Apps or services.

**C. Creation of Anonymous Data.** We may create anonymized data (data that is not reasonably associated with or linked to any data that would reasonably be expected to allow someone to identify you or contact you) from personal information by excluding information (such as your name) that makes the data personally identifiable to you. We use this anonymized data to analyze request and usage patterns so that we may enhance the content of our Websites and Apps and improve Website and App navigation. We reserve the right to use anonymized data for any purpose and disclose anonymized data to third parties.

**VII. Disclosure of Your Personal Information.** We disclose your or your child's personal information as described below and as described elsewhere in this Privacy Policy.

**A. When You Opt to Share with Users.** When you use the Websites and Apps, the personal information you provide will be shared with other Users that you designate to receive such information, such as case managers, parents, or foster care agencies.

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**B. Third-Party Service Providers.** We partner with third-party service providers to: (i) provide any products or services you request that we offer through our Websites or Apps to you; (ii) to conduct quality assurance testing; (iii) to facilitate the creation of accounts or collecting donations; (iv) to provide account authentication and user verification services; or (v) to provide technical support. Identifiable information shared with these providers is limited for the purpose of delivering the above-mentioned services. We do not and will not sell your personal information. Except as stated in this Privacy Policy, we will not share your personal information with a third party unless you give us permission.

### **C. Compliance with SMS Consent and Campaign Regulations.**

Miracle Foundation complies with The Campaign Registry (TCR) and other industry standards for text messaging regulations. By accessing or using our services, including receiving SMS communications, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with these terms, please do not engage with our services. By providing your consent to receive SMS communications, you acknowledge and agree to receive text messages from Miracle Foundation at the phone number you provide. Information obtained as part of the SMS consent process will not be shared with third parties. If you have consented to receive text messages, you may receive SMS communications related to the following: (i.) Customers and Guests: Updates regarding your orders, deliveries, or other relevant information. (ii.) Job Applicants: Information about your application status, onboarding materials, or other employment-related updates.

### **C.1 SMS Consent & Messaging Terms**

#### **1. Information Use:**

Phone numbers obtained as part of our SMS consent process will not be shared with third parties for marketing purposes.

#### **2. Types of SMS Communications:**

By opting in to receive SMS messages from The Miracle Foundation, Inc., you may receive texts related to the following:

- Donation confirmations  
*Example: "Thank you for your donation!"*
- Follow-up messages

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- Invitations to events  
*Example: “Join us this Thursday for a donor appreciation gathering.”*
- Celebration messages  
*Example: “Happy International Day of Families!”*
- Donation reminders  
*Example: “India Giving Day is coming up – don’t forget to make your pledge!”*
- Pledge updates  
*Example: “Friendly Reminder: Your Miracle Village Pledge of \$2,620 is due in 6 weeks! We’re so grateful for your support. If you have any questions or need assistance, contact us at **512-329-8635**. Thank you for making a difference! Reply **STOP** to opt-out of SMS messaging.”*

### 3. Message Frequency:

Message frequency may vary based on your engagement with us. For example, you may receive up to 2 messages per week related to a donation pledge.

### 4. Message and Data Rates:

Standard message and data rates may apply depending on your wireless carrier and plan. Additional fees may apply for international messaging.

### 5. How to Opt In:

You can opt in to receive SMS messages from The Miracle Foundation, Inc. in the following ways:

- Verbally, during a conversation with a representative
- By submitting an online form with the SMS consent box checked

### 6. How to Opt Out:

You may opt out at any time by replying **STOP** to any message received. Alternatively, you may request to be removed by contacting us directly at **512-329-8635**.

### 7. Need Help?

For assistance, reply with the keyword **HELP** or call us at **512-329-8635**.

### 8. Standard Disclosures:

- Message and data rates may apply
- Message frequency may vary
- Text **STOP** to unsubscribe at any time

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- Text **HELP** for assistance
- View our Privacy Policy and Terms & Conditions

#### **D. Standard Messaging Disclosures**

Message and data rates may apply. Standard messaging rates will be charged by your mobile service provider. You can opt-out of receiving SMS messages at any time by texting "STOP" to the number from which you received the message.

**Privacy** We respect your privacy and will only use the information you provide to communicate with you via SMS as outlined above. Your personal data will not be shared with third parties unless required by law or as necessary to deliver the requested service.

#### **E. Other Disclosures.**

We may disclose personal information if we believe in good faith that such disclosure is necessary (a) to comply with relevant laws or to respond to subpoenas or warrants served on us; (b) in connection with any legal investigation or to share information in order to prevent or take action regarding illegal activities, suspected fraud, situations that involve potential threats to the physical safety of any person, or as otherwise required by law; (c) to protect our network, Websites and Apps or prevent fraud; (d) to protect or defend our rights, our property, or users of the Websites and Apps; (e) to investigate or assist in preventing any violation or potential violation of law, this notice, or our Terms of Use; (f) in the event of a Transfer, as set forth in Section X; (g) to investigate or correct technical problems and malfunctions in the Websites and Apps or the computer systems that support the Websites and Apps; (h) with companies that provide us with services, or with a successor legal entity.(i) to investigate, prevent, or take action with regard to a violation of the Websites, Apps, or Terms of Use, or to enforce compliance with the policies governing the Websites and Apps (including this Privacy Policy).

**VIII Storage Of Information.** Except as noted in Section IX below, Miracle Foundation will store your personal information for as long as necessary or in accordance with a

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document retention policy. Miracle Foundation has implemented commercially reasonable technical and organizational measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration or disclosure. Miracle Foundation also uses industry standard measures designed to keep your data secure, such as encryption at rest and in transit. However, Miracle Foundation cannot guarantee that unauthorized third parties will not be able to defeat those measures or use your personal information for improper purposes. You acknowledge that you provide your personal information at your own risk. Miracle Foundation also assumes no responsibility for loss of information, including information that is permanently deleted either through the actions of an employee or consultant or other person who has access to the information, through failures of a computer network, or through any policy or directive of Miracle Foundation for destruction of data.

## **IX. Your Choices Regarding Your Information**

**A. Email Communication.** We will periodically send you emails that contain information about resources and services we feel may be of interest to you. You may opt out of receiving further emails from us at any time by emailing us at [info@miraclefoundation.org](mailto:info@miraclefoundation.org) or by following the unsubscribe instructions provided in the email you receive. Note that we may still send you certain administrative communications.

**B. Changing or Deleting Your Personal Information.** You may change any of your personal information in your Account at any time. You may also contact us via email at [info@miraclefoundation.org](mailto:info@miraclefoundation.org) or via regular mail at the address listed in Section XII (“How to Contact Us”) to request deletion of your personal information by us, and we will use commercially reasonable efforts to honor your request, but please note that we may be required to keep such information and not delete it (or to keep such information for a certain time, in which case we will comply with your deletion request only after we have fulfilled such requirements). When we delete any information, it will be deleted from the active database, but may remain in our archives. We may also retain your information for fraud prevention or similar purposes.

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**C. Apps.** You may stop all collection of information by an App by uninstalling the App. You may use the standard uninstall processes as may be available as part of your mobile device or via the App marketplace or network.

**X.Transfer Of Information.** User information is properly considered an asset of a business. Accordingly, if Miracle Foundation merges with another entity or if Miracle Foundation sells its assets to another entity, Miracle Foundation User information, which may include personal information you have provided Miracle Foundation, would be included among the assets that would be transferred and Miracle Foundation would request that the entity treat your information in accordance with this Privacy Policy.

**XI. Changes** We reserve the right to amend this Privacy Policy at any time, for any reason, without notice to you. You should check our Websites and Apps frequently to see the current Privacy Policy that is in effect and any changes that may have been made.

**XII. How to Contact Us** If you have any questions or concerns about our use of your personal information, please contact us using the following details:

Miracle Foundation, Inc.  
1506 W. Sixth Street  
Austin, TX 78703  
email: [info@miraclefoundation.org](mailto:info@miraclefoundation.org)  
phone number: 512-329-8635

Miracle Foundation India  
E-45, First Floor,  
Lajpat Nagar III  
New Delhi – 110024, India  
Phone number: (011)49506375

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## **Privacy Promise**

Your privacy is important to us. We never sell your personal data. And we use advanced network security and encryption technology to safeguard it. You will determine how your and your children's data is collected and used. We only collect the information necessary to provide our services and will only share it with outside parties with your explicit consent.

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