

Privacy Policy

The Broward College (Broward) Peer Mentoring Program is managed using a web application (Platform) called MentorEase that has been customized especially for this program. MentorEase is a web-based mentoring software product of Giant Step Inc. ("MentorEase" or "we"). The software may be used on a web browser or using a mobile app downloaded from the Apple App Store, Google Play Store or similar ("App").

MentorEase is dedicated to maintaining high standards of confidentiality and privacy regarding the Personal Information received from Mentors, Mentees and program Managers, in accordance with the obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA) and other related privacy legislation.

1. What Information MentorEase Collects

This Privacy Policy covers all of the ways MentorEase collects information.

1.1 Information required to register to use the software:

- * Profile-related contact information, such as name, phone, email and more
- * Matching-criteria related information, such as specific skills for development
- * Open-ended question - participants explain what they are looking to learn

1.2. Automatically collected information

While using the Platform information may be collected through cookies, activity logs, and other means that are either needed to operate the software or used to provide administrative support. Such information may include your IP address, any activity on the site and any data available through Google Analytics or similar web activity tracking tools.

2. What is the Information Used For

2.1 Basic usage of the software

MentorEase uses the information on behalf of Broward for managing the Peer Mentoring Program, which includes:

- * Enabling use of the Platform through the ability to match and communicate among Users

- * Broward program managers viewing all User data to ensure matches are made properly and communicating with Users to resolve any issues (typos, etc.).
- * Automatically sending emails through the system between Users, Users and administrators, support requests and program updates.
- * Inviting Users to participate in online surveys, possible webinars, offline events or other program-related activities.
- * Analysis of User activity to assess the status of the program
- * Collecting testimonials with permission for marketing the program
- * Analysis of all activity to improve the overall software and marketing the software with permissions
- * Training purposes
- * Legal requirements

and any other purposes detailed in this Privacy Policy

2.2 Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. MentorEase uses cookies to help MentorEase identify and track visitors, their usage of the Broward Peer Mentoring Program platform, and their access preferences. Platform visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the Platform, with the drawback that certain features may not function properly without the aid of cookies.

3. What Information MentorEase Discloses and When

MentorEase only discloses information as permitted by law and agreed with Broward and does not sell information to any third-parties.

3.1 Third-Parties that require some information disclosure

As required by Broward , the software may be integrated with Third-Party services like SurveyMonkey, MailChimp, Google Analytics, Linkedin or others for specific use cases and added functionality.

Please note that this Privacy Policy does NOT apply to content, activity or procedures of any third parties that MentorEase does not own or control. This would include third parties such as SurveyMonkey, MailChimp, Google, Linkedin or any others ("Third Party Services"). MentorEase cannot provide any privacy level when using

those Third-Party Services. We recommend reviewing carefully the privacy policies of any Third-Party Services you select to use.

3.2 Compelled Disclosure

MentorEase may disclose information if requested by:

- * Government agencies and/or law enforcement
- * As required by law, regulation or court order
- * To resolve a case of misuse of the software to harm human or property rights
- * To be included in a legal case or investigation if needed

4. Software Security

MentorEase is compliant with security standards following the ISO 27001 web security standard, using various procedures to safeguard Users data from loss, misuse, unauthorized access, alteration or destruction in storage or transmission. Some of the procedures include encryption, securing the Open Web Application Security Project (OWASP)'s list of the ten most common vulnerabilities to acceptable score, locking data residency to Canadian servers, disk encryption, firewalls, intrusion detection and others. MentorEase will keep your data only as long as you ask and required by law.

5. Compliance

MentorEase complies with privacy protections and the Family Education Rights and Privacy Act (FERPA).

6. Contact

If you have any concerns, complaints or questions, please feel welcome to contact peermentoring@broward.edu.