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Hopper Privacy Policy

Hopper is an all-in-one community platform for creators and brands.

This privacy policy ("Privacy Policy") explains how Hopper Pte. Ltd. ("Hopper," "we," "us," and/or "our") collects, uses, and discloses information from individuals ("you" and/or "your"), including community owners ("Creators") and community members ("Members"), who use our website (including https://hoppercommunity.com/), app, and other online products or services that link to this Privacy Policy (collectively, the "Services"). Beyond the Privacy Policy, your use of the Services is also subject to our Terms of Service.

Part of the Services include enabling certain Creators to form communities (each, a "Community") and to make these Communities available to others on the Services. This Privacy Policy does not apply to your activity or data processed within a Community or any information you disclose to a Community. We encourage you to read each Community's privacy policies before providing any information to them.

We reserve the right, at our discretion, to change, modify, add, or remove portions of this Privacy Policy at any time. If we make changes, we will notify you by revising the date at the top of the policy and, in some cases (for example, if we plan to use your information in a way that materially differs from this Privacy Policy), we will provide you with additional notice (such as adding a statement to our website homepage or sending you a notification).

We encourage you to review the Privacy Policy whenever you access the Services or otherwise interact with Hopper to stay informed about our information practices and the choices available to you.

When our Creators use the Services to set up accounts for their Members, or submit, manage, or otherwise use content relating to our Creators' data, we have contractually committed ourselves to only process such information on behalf of and under the instruction of the respective Creator. Where applicable, this means that the Creator is the "data controller" or "business," and we use such information as a "processor" or "service provider." This Privacy Policy does not apply to such processing, and we recommend you read the privacy policy of the respective Creator if their processing concerns your personal information.

When you use the Services, we may collect the following types of information from and about you. Some of this information may be considered "personally identifiable information," "personal data," or "personal information," meaning it reasonably identifies you or your device or could reasonably be linked or associated with you.

Personal Information We Collect & How We Use Them

Personal Information You Provide to Us

- **Registration and Profile Information:** When you create an account with us through the Services ("Account"), we may request identifiers and contact details such as your name, email address, and any additional information you choose to provide.

- **Communications:** We may collect identifiers, including your name, email address, and other details you voluntarily share, when you use interactive features of the Services. This could include sending us messages, filling out forms, posting on our platform, entering contests or promotions, interacting with us via third-party social media platforms, requesting customer support, or engaging with us in other ways. If you subscribe to our newsletter, we collect information such as your email address. Additionally, we may track whether you open our emails to better understand your preferences and improve our Services.

- **Service Content:** When you engage with other Members, Creators, or Communities through the Services, those parties may collect any content or information you share with them. Hopper may also collect any content or information you disclose through the Services while interacting with others.

- **Messages Between Creators and Members:** If you communicate with Creators or Members via the Services, we and our third-party partners may process the content of your messages, along with related metadata such as timestamps indicating when messages were sent or received.

- **Careers:** If you apply for a job with us, you may submit your contact details and resume through our platform. This includes any information you provide on your resume, such as your education and work history. If you apply through LinkedIn, we collect information you make available to us via your LinkedIn profile.

- **Payment Information:** When making a payment through the Services, you may provide your credit card details, which are passed directly to our payment processor. We do not store your credit card information on our servers. However, we do retain records of payment transactions, such as the last four digits of your credit card number, for purposes like account history, invoicing, and billing support. We also collect your billing address to calculate sales taxes (if applicable), maintain records for investigating potential fraudulent activity, and include it on your invoices. Additionally, we may collect commercial information such as your purchase history, including details of products or services purchased, returned, or considered.

Personal Information Provided by Creators

- **Creator Content:** We collect any content or information Creators share through the Services. This includes, but is not limited to, text, messages, audio, video, images, and other types of content submitted by Creators, as well as interactions Creators have with the Services.

Personal Information Provided by Members

- **Member Content:** We collect content and information Members share through the Services. This may include activities such as participating in online communities, or other interactions Members have within the Services.

Personal Information Automatically Collected Through the Services

When you use the Services or conduct transactions with us, we and our third-party partners may automatically gather information you provide, details about how you interact with the Services, and data about the device you use to access them. This may include:

- **Device Identifiers:** Information such as your IP address, internet service provider, the type of mobile device you use, unique device identifiers (temporary or persistent, sometimes called UDIDs), and identifiers from browser cookies, web beacons, and similar technologies used on the Services.

- **Internet or Other Electronic Network Activity Information:** Details about the devices and computers you use, such as browser type, language, operating system, referring web pages, pages viewed, and hyperlinks clicked. We may also collect usage information, including how you navigate the Services, pages visited, links clicked, ads viewed or interacted with, videos watched, purchase details, checkout processes, and your general location when using the Services. Tools may also monitor mouse movements, scrolling, clicks, and keystroke activity, as well as search and browsing behavior.

- **Commercial Information:** Records of your purchase history, such as products bought or considered, services provided or received, and transactional details (e.g., product descriptions, prices, purchase dates, and transaction locations).

- **Geolocation Information:** We may estimate your device's location based on your IP address and combine it with other location-based details like your billing or postal code. You can disable precise location tracking at any time (see "Your Choices" below for more information).

- **Information from Cookies and Similar Technologies:** We, along with our partners and service providers, use technologies such as cookies, embedded scripts, mobile SDKs, location-identifying tools, and web beacons to collect data. Cookies, small files stored on your device, help improve your experience, track popular areas and features, and count visits. Web beacons (also called pixel tags or clear GIFs) work with cookies to monitor visits, measure campaign performance, and enhance functionality. For details on managing cookies, refer to our Cookie Policy.

Personal Information Collected from Third Parties

- **Information from External Sources:** We may gather information about you from various third parties, such as mailing list providers, publicly available resources, or other external entities.

- **Interactions with Creators, Members, and Communities:** When you engage with Creators, Members, or online communities through the Services, they may share with us any content or details you choose to disclose or provide.

- **Social Media and Marketing Partners:** If you link your social media account to your Account, or if you log in to your Account through a social media platform, we may access certain details from your social media profile. This may include information about you or your friends, depending on the permissions granted.

- **Supplementary Information:** We may enhance the data you provide or that we collect by incorporating demographic, social, or other relevant information obtained from third-party sources, such as marketing partners.

Once we combine information from external sources with the data we collect directly under this policy, the combined data is governed by this Privacy Policy.

How We Use Personal Information

We use the personal information we collect from you to:

- Provide, maintain, and improve the Services, while personalizing and enhancing your experience.

- Process, complete, and keep records of transactions.

- Support Members, Creators, and online communities by delivering the Services. Other Creators may use your personal information to offer content, discussions, events, and memberships.

- Send technical updates, notices, security alerts, and administrative or support-related messages.

- Respond to your comments, questions, and requests, and deliver customer support.

- Communicate with you about products, services, offers, promotions, rewards, and events from Hopper and third parties, as well as provide updates and news we believe will interest you.

- Analyze trends, usage patterns, and the effectiveness of the Services, including offers, advertising, communication tools, and customer support.

- Create deidentified or aggregated data for lawful purposes.

- Detect, investigate, and prevent fraud, unauthorized activities, and other illegal behavior, while safeguarding Hopper's rights and property.

- Manage contests, sweepstakes, and promotions, as well as process and deliver entries and prizes.

- Combine information collected from the Services and external sources to better understand your needs and provide improved service.

- Maintain records for internal administrative purposes.

- Fulfill any purpose disclosed to you at the time of collection or as permitted by law.

Disclosure of Personal Information

We do not share the information we collect about you, including personal information, except as outlined below, as described in this Privacy Policy, or at the time of collection.

- **Partners and Affiliates**: We may share your information with our partners, corporate affiliates, parent companies, or subsidiaries for purposes outlined in this Privacy Policy.

- **Service Providers**: Your information may be disclosed to vendors, consultants, and service providers under contract who assist with our business operations or provide services on our behalf. This includes tasks such as web hosting, app operations, IT support, processing opt-out requests, responding to consumer access or correction requests, mail distribution, site analytics, legal compliance, and fulfilling customer services.

- **Data Analytics and Aggregation Vendors**: We may share aggregated data that does not identify you personally, such as general geographic information, device/browser data, onsite behavior, user segmentation, survey results, and log data. This data is used for analysis, demographic profiling, and other purposes. Aggregated data shared in this manner will not include your personal information.

- **Creators and Members on the Services**: Information you share with other Creators or Members through the Services may be used by them for their own purposes. Publicly shared content, such as photos, blog comments, or participation in online communities, may become publicly accessible on the internet depending on your privacy settings. We cannot control how others may use this information. To manage your shared data, refer to the privacy settings available on social media platforms or other third-party sites you use, and review their privacy policies.

- **Legal and Law Enforcement**: We may share your information with law enforcement, governmental agencies, or authorized third parties in response to verified requests related to criminal investigations, alleged illegal activities, or other activities that may expose us, you, or others to legal liability. Disclosure may also occur if required by law or legal processes, including requests for national security or law enforcement purposes.

- **Business Changes**: In the event of a merger, acquisition, sale of company assets, financing, or similar business transaction, your information may be transferred or disclosed as part of that process.

- **With Your Consent**: Where applicable, we may share your information with your explicit consent or at your direction.

Children's Privacy

The Services are not intended for individuals under 16 years of age. We do not permit anyone under 16 to provide personal information through the Services. We do not intentionally collect personal information from children under 16. If we discover that we have collected or received personal information from a child under 16, we will take reasonable measures to delete it. If you believe we may have any information about a child under 16, please contact us at the provided email address.

Social Sharing Features

The Services may include social sharing features and other integrated tools that allow you to share your actions on the Services with other media and vice versa. Using these features lets you share information with your friends or the public, based on your privacy settings with the social media provider. For details on data collection and processing related to these features, refer to the privacy policies of the relevant social media platforms.

Third-Party Websites

The Services may contain links to other websites, including affiliated or co-branded sites, and other websites may link to the Services. These websites are not under our control. We encourage you to review the privacy policies of any website or mobile application that collects personal information. We are not responsible for the privacy practices or content of third-party websites and do not endorse or approve them. Visiting these sites is at your own risk.

Security

We take reasonable measures to protect your information using security protocols designed to safeguard the data we maintain. However, no electronic transmission or storage method is completely secure, and we cannot guarantee the absolute security or privacy of your information.

Transfer of Information to Singapore from other Countries

The Services are hosted in Singapore and are intended for visitors worldwide. By choosing to use the Services, you acknowledge and consent to the transfer, storage, and processing of your personal information in Singapore, regardless of your location. This includes the collection, use, and disclosure of your personal data in accordance with Singapore's Personal Data Protection Act (PDPA).

Singapore's PDPA establishes a baseline standard of protection for personal data, governing the collection, use, and disclosure of personal data by organizations. By using the Services, you consent to the transfer of your personal information to Singapore and its storage and processing in accordance with the PDPA.

Please note that by providing any information, including personal information, on or to the Services, you consent to such transfer, storage, and processing. For more information about the tools that we use to transfer personal information, you can contact us as described below.

Your Choices

- **Account Information:** You can update and correct certain account details at any time by logging into your account. To exercise privacy-related requests, such as deleting or deactivating your account, please contact us at privacy@hoppercommunity.com. Please note that we may retain certain information as required by law or for legitimate business purposes. We may also retain cached or archived copies of information about you for a certain period.

- **Location Information:** If you initially consented to our collection of location information through the Services, you can stop the collection at any time by changing the preferences on your device. Please be aware that disabling location services may affect the functionality of certain features.

- **Cookies:** For more information about our and our third-party partners' use of cookies and related technologies to collect information automatically, and any choices you may have in relation to cookies, please see our Cookie Policy.

- **Communications with Hopper:** We aim to communicate with you in ways you prefer, such as via email, which may include special offers and new product announcements. If you no longer wish to receive marketing communications, you can unsubscribe by clicking the "Unsubscribe" link at the bottom of any marketing email we send or by modifying your preferences in your account settings. Please note that opting out of promotional communications may still result in receiving transactional communications, including emails about your account or purchases.

- **Mobile Push Notifications/Alerts:** With your consent, we may send promotional and non-promotional push notifications or alerts to your mobile device. You can deactivate these messages at any time by changing the notification settings on your device. By downloading and using our app, you may also receive promotional messages, offers, news, and information about Hopper. If you do not want to receive in-app messages, offers, news, and information, do not download or use our app.

Privacy Questions

If you have questions about Hopper's Privacy Policy or data protection practices, including those involving communities formed on Hopper, or if you wish to contact our Data Protection Officer, please reach out to us at privacy@hoppercommunity.com.

Hopper takes your privacy inquiries seriously. A dedicated team reviews each inquiry to determine the best response, including those related to access or data requests. In most cases, substantive contacts receive a response within seven days. In some instances, we may require additional information or time to address your concerns.

If your complaint suggests improvements in our privacy practices, we will take steps to implement such updates at the next reasonable opportunity. Should a privacy issue negatively impact you or another individual, we will work to address it promptly.