

Privacy Policy

Last Updated: 08-27-2025

Carr Engineering Inc. dba BetterGood is committed to protecting your privacy. This privacy statement applies to the data collected by BetterGood through BetterGood websites, BetterGood services, and associated software (the “Services”). This privacy statement does not apply to data collected through other online or offline BetterGood sites, products, or services.

Collecting Your Business Information

Information that is provided by organization administrators such as event information, attendee lists, or contact information, and any content uploaded to our servers by administrators (“Business Information”) are considered confidential to the subscribing organization. We will not view Business Information except as necessary to appropriately support the service. We will use Business Information for the purpose of service capacity planning; anticipating, diagnosing, supporting or resolving any problems that might limit or disrupt the Services; and improving the quality of the Services. Any Business Information collected during the meeting is also used to facilitate debugging during development, or to debug customer escalations that are being reproduced in real time.

Collecting Your Personal Information

We will ask you when we need information that personally identifies you or allows us to contact you. The personal information we collect may include your name, postal address, email address, telephone number, facsimile number, company name, job title, and information about your company as well as information about the nature of your usage of our service, including the number of event registrants, duration and frequency of events, and total number of events.

We may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Web site; the pages that you access while at the Web site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the Services, analyze trends, and administer the Services.

Use of Personal Information

The personal information collected on this Site will be used to operate the Site and to provide the service(s) or carry out the transaction(s) you have requested or authorized.

In support of these uses, BetterGood may use personal information to provide you with more effective customer service, to improve the Site and any related BetterGood products or services, and to make the Site easier to use by eliminating the need for you to repeatedly enter the same information or by customizing the Site to your particular preference or interests.

We may use your (client) contact information to provide you with important information about the product or service that you are using, including critical updates and notifications. BetterGood does not use or sell any data captured in your instance of our software products, including contact information, for marketing purposes.

BetterGood occasionally hires other companies to provide limited services on our behalf, such as website hosting, packaging, mailing and delivering prizes, answering customer questions about products and services, and sending information about our products, special offers, and other new services. We will only provide those companies the personal information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using that information for any other purpose.

BetterGood may disclose personal information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on BetterGood or the site; (b) protect and defend the rights of property of BetterGood and its family of Web sites, or (c) act in urgent circumstances to protect the personal safety of BetterGood employees, users of BetterGood products or services, or members of the public.

Please be aware that BetterGood may be required to disclose an individual's personal information in response to a lawful request by public authorities, including to meet national security or law enforcement requirements. BetterGood may be liable for appropriate onward transfers of personal data to third parties.

Personal information collected by BetterGood may be stored and processed in the United States or any other country in which BetterGood or its affiliates, subsidiaries or agents maintain facilities, and by using this site, you consent to any such transfer or information outside of your country.

Control of Your Personal Information

Except as otherwise described in this statement, personal information you provide related to the Services will not be shared outside of BetterGood and its controlled subsidiaries and affiliates without your permission.

With regard to personal information that is collected at registration from our users (e.g. name, user ID, email address), we present the option not to receive communications regarding the Services. Customers who no longer wish to receive communications may opt-out or unsubscribe from receiving these communications. Each communication will have a way to unsubscribe from that list. If you encounter any difficulty, please email us at support@volunteerhub.com. Please be aware that this privacy statement and the choices you make related to the Services will not apply to personal information you may have provided to BetterGood in the context of other, separately operated, Carr Engineering, Inc. products or services.

Access to Personal Information

BetterGood acknowledges an individual's right of access to their personal information. If your personally identifiable information changes, we will provide a way to correct or update your personal data. Customers can log in and click on the Your Account link to modify personal information. VolunteerHub customers also may contact support@volunteerhub.com.

Security of Your Personal Information

BetterGood is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities.

We do not disclose your private, online communications. However, what you publish to your VolunteerHub service is available to those whom you authorize to see the information. In the event that you elect not to use any of the services security access controls, the content that you publish is available to those in the general public who are aware of the URL address for your event.

Account Deletion Requests

If you wish to delete your VolunteerHub user account and the personal information associated with it, please email us at support@volunteerhub.com. with the subject line “Delete My Account.” In your email, include your name, the email address associated with your VolunteerHub account, and a brief description of your request. Upon receiving your request, we will take reasonable steps to confirm your identity and remove your account and data from our systems, subject to any legal or contractual obligations that require continued retention of such information.

Use of Cookies

We use cookies on this site to ensure the integrity of the registration process and to personalize the Site. A cookie is a small text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a Web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. This simplifies the process of delivering relevant content, eases site navigation, and so on. When you return to the website, the information you previously provided can be retrieved, so you can easily use the site’s features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to use interactive features of this or other web sites that depend on cookies.

Enforcement of this Privacy Statement

If you have questions regarding this statement, you should contact BetterGood by e-mail at support@volunteerhub.com.

Changes to the Privacy Statement

We may occasionally update this privacy statement. When we do, we will revise the “last updated” date at the top of the privacy statement. For material changes to this privacy statement, we will notify you by posting an announcement on our support site. We encourage you to periodically review this privacy statement to stay informed about how we are helping to protect the personal information we collect. Your continued use of the Services constitutes your agreement to this privacy statement and any updates.

Contact Information

BetterGood VolunteerHub welcomes your comments regarding this privacy statement. If you have questions about this statement or believe that we have not adhered to it, please contact us by e-mail or postal mail at the address provided below, and we will use commercially reasonable efforts to promptly determine and remedy the problem.

*BetterGood
2606 Hilliard Rome Rd Suite 3062
Hilliard, OH 43026*

To find other contact details for VolunteerHub, see www.volunteerhub.com.

EU-US Data Privacy Framework (EU-US DPF) and the UK Extension to the EU-US DPF Information

BetterGood complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF) and the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce. BetterGood has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) with regard to the processing of personal data received from the European Union and the United Kingdom in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF. BetterGood has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles) with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) Program, and to view our certification, please visit <https://www.dataprivacyframework.gov/>.

BetterGood is subject to the oversight and enforcement authority of the United States Federal Trade Commission (U.S. FTC).

Pursuant to the above “Access to Personal Information” section of this policy BetterGood acknowledges the right of EU, UK, and Swiss individuals to access their personal information that is transferred to the United States. Furthermore, individuals have the right to amend or correct their personal data. EU, UK, and Swiss individuals also have the right to demand erasure of personal information that has been handled in violation of the DPF Principles.

In compliance with the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF, BetterGood commits to resolve DPF Principles-related complaints about our collection and use of your personal information. EU and UK individuals and Swiss individuals with inquiries or complaints regarding our handling of personal data received in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF should first contact BetterGood at: support@volunteerhub.com

BetterGood has further committed to refer unresolved privacy complaints under the DPF Principles to an independent dispute resolution mechanism, Data Privacy Framework Services, operated in the United States by BBB National Programs. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit <https://bbbprograms.org/programs/all-programs/dpf-consumers/ProcessForConsumers> for more information and to file a complaint. This service is provided free of charge to you.

If your DPF complaint cannot be resolved through the above channels, under certain conditions, you may invoke binding arbitration for some residual claims not resolved by other redress mechanisms. See <https://www.dataprivacyframework.gov/framework-article/ANNEX-I-introduction>