BAG/GET™

Privacy Policy

Bag/Get Inc., a Delaware corporation · Effective October 10, 2026

Bag/Get does not sell your personal information, does not share it for advertising, and does not use advertising or analytics trackers. We use it to run the Service for you and for the food pantries you're connected to.

P1. Who this covers, and our role

This policy covers personal information Bag/Get Inc. ("Bag/Get," "we") handles through app.bagget.io, the Bag/Get Offline desktop app, and our emails and texts (the "Service"). It covers Neighbors (people a pantry serves), Volunteers, and Staff of the pantries and other organizations that use the Service ("Organizations").

Most information in the Service is collected by or for an Organization. For that information, we act as the Organization's **service provider**: we process it on its behalf, under its instructions and our contract with it. The Organization's own privacy practices also apply to it, so you can ask the Organization directly about how it uses your information.

Bag/Get also holds some account information for itself: your sign-in details (name, email address, phone number, password hash), account settings, consents, and security records. We keep these so one account works at every pantry you're connected to, and so it keeps working if one pantry stops using Bag/Get.

Health information (HIPAA). Some Organizations are covered by HIPAA, the federal health privacy law. When we handle protected health information for one, we act as its business associate: we use and disclose that information only as HIPAA and our business associate agreement with the Organization allow, and the Organization's Notice of Privacy Practices explains your rights over it. Where HIPAA applies, it controls over anything in this policy, including the account information described above.

P2. Information we collect

Who	What	Where it comes from
Everyone with an account	Name, email address, phone number, password (stored only as a secure hash), sign-in and verification codes, notification preferences	You, or Staff who create your account
Neighbors	Address (city, county, ZIP), date of birth, household members and their ages or dates of birth, answers to the pantry's intake questions, personal QR code, ID number at each pantry, appointments, queue entries, visit check-in and check-out times, documents, case notes written by Staff	You, and the Organization's Staff

©A9 2026 Bag/Get Inc. All rights reserved.

Who	What	Where it comes from
Volunteers	Emergency contact name, relationship and phone, verification status, personal QR code, ID number at each pantry, shifts, clock-in and clock-out times, documents	You, and the Organization's Staff
Staff	Role and permissions, the Organization you work for, actions you take in the Service (an activity log), devices registered for offline use	You, and your Organization
Everyone using the Service	IP address, browser and device type, pages and actions requested, timestamps, and error logs	Collected automatically when you use the Service

A pantry's intake questions may include household size, income range, SNAP and other benefits, disability, employment, veteran status, housing situation, gender, race or ethnicity, and dietary restrictions. Many offer a "prefer not to answer" choice. Each Organization chooses which questions to ask.

The QR scanner uses your device's camera only to read a code on the device itself. We don't record or store camera images.

P3. Sensitive information

Some intake answers, such as disability, race or ethnicity, and benefits status, are sensitive personal information under California law. We use them only to provide the Service to the Organization that collected them: for its records, its eligibility decisions, and its reports. We don't use sensitive information to infer characteristics about you, or for any purpose that would require offering a right to limit its use under California law.

P4. How we use information

- Provide the Service: create and secure accounts, run appointments, queues, shifts and check-ins, and show each Organization its own records.
- Send account messages, such as verification codes, password resets, invitations, appointment and shift information, and announcements from your Organizations.
- Produce reports for Organizations. Most reports show Neighbors as anonymous "Person 1, Person 2" entries. Forms that a program requires to list people by name, such as a TEFAP eligibility form, include names and are stored encrypted.
- Keep the Service secure: detect and prevent fraud, abuse and unauthorized access, enforce limits, and keep audit logs.
- Fix problems, support users, and improve the Service.
- Create de-identified or aggregated information that can't identify you or an Organization, to improve the Service and produce statistics. Information covered by HIPAA is de-identified only by the methods HIPAA allows.
- Comply with the law and enforce our Terms.

©A9 2026 Bag/Get Inc. All rights reserved.

We don't sell personal information, share it for cross-context behavioral advertising, or use it for advertising at all.

P5. How information is shared

- **With your Organizations.** Each Organization you're connected to can see the information in its own records about you. Organizations can't see each other's records.
- **With our service providers**, only to run the Service and under written contracts that protect your information:

Provider	What they do	Location
Amazon Web Services	Hosting, email (SES), text messages (SNS), server logs	United States (Oregon)
Neon	Database hosting	United States (Oregon)

- **For legal reasons**: to comply with law, a subpoena or court order, to protect someone's safety, or to protect our rights. Where allowed, we'll tell the affected Organization or person first.
- **In a business transfer**, such as a merger or sale, subject to this policy.
- **With your direction or consent.**

We don't share mobile phone numbers or text-message consent with anyone for their own marketing.

P6. Cookies and similar technologies

We use only what the Service needs to work:

- **Session cookie:** keeps you signed in, for up to 8 hours.
- **Portal cookie:** remembers whether you last used the Neighbor, Volunteer or Staff side of the Service.
- **Browser storage:** remembers display preferences on your device, such as your table page size and preferred QR scanner.

We don't use analytics, advertising or cross-site tracking cookies. Because we don't track you across websites, browser "Do Not Track" signals don't change how we handle your information. We treat a Global Privacy Control signal as a request to opt out of sale or sharing, which we already don't do.

P7. Security

- Names, email addresses, phone numbers, case notes and other sensitive fields are encrypted in our database.
- Data travels over encrypted connections (HTTPS).
- Access within each Organization is limited by role and permission.
- Signed-in sessions end after 5 minutes of inactivity plus a 3-minute warning, and after 8 hours at most.
- Two-factor sign-in codes are available.

©A9 2026 Bag/Get Inc. All rights reserved.

- The desktop app encrypts its local copy, and Organizations can revoke a lost device remotely.

No system is perfectly secure. If a breach affects your information, we and the Organization will notify you as the law requires.

P8. How long we keep information

- **Account information:** while your account is active, including after a pantry you used stops using Bag/Get, so the same account keeps working at your other pantries.
- **Deleted accounts:** you have 30 days to cancel a deletion request. After that, your name, contact details, address, dates of birth, emergency contacts and QR code are removed. Records that visits, appointments or shifts took place remain with the Organization without those details, because Organizations need them for program and funding reports.
- **Organization Data:** until the Organization deletes it. After an Organization stops using the Service, it has 30 days to request an export, and we delete its data within 180 days after that. This doesn't include the account information described in P1, unless HIPAA or a business associate agreement requires its deletion.
- **Server logs:** 30 days.
- **Database backups:** a rolling 7-day window.
- **Longer, when required:** for example, a legal obligation or an investigation.

P9. Your rights and choices

Wherever you live, you can ask to:

- know what personal information we hold about you and how we use it;
- get a copy of it;
- correct it;
- delete it.

You can also update most information in your profile, change notification settings, and request account deletion in your settings.

To make a request, email dev@bagget.io or ask the Organization. For information we hold as an Organization's service provider, we may pass your request to that Organization and help it respond. We'll verify your identity before acting, usually by confirming access to the email or phone on your account. You may use an authorized agent with your signed permission. We'll confirm we received your request within 10 business days and respond within 45 days. If we need more time, we'll tell you why before those 45 days end, and may take up to 45 more.

For health information we hold for a HIPAA-covered Organization, send requests to see, correct, or get an accounting of disclosures of that information to the Organization. We'll help it respond as our business associate agreement requires.

©A9 2026 Bag/Get Inc. All rights reserved.

We won't treat you differently for using these rights. Some information may be kept where the law allows, such as visit records described in P8.

California residents. This section is our notice at collection and our disclosure of the categories of personal information collected in the last 12 months, which are the categories in P2: identifiers, customer records, protected characteristics (such as age, disability, veteran status, gender, race or ethnicity), Internet activity, and sensitive personal information. We collect them from the sources in P2, use them for the purposes in P4, and disclose them only as described in P5. We have not sold or shared personal information. Under California's "Shine the Light" law, we don't disclose personal information to third parties for their direct marketing. Information governed by HIPAA or California's Confidentiality of Medical Information Act is covered by those laws instead of the CCPA.

P10. Children

The Service isn't directed to children, and accounts are only for people 18 or older. A parent, guardian or Organization may enter information about children in a Neighbor's household, which is used only to provide that Organization's services. If we learn that a child under 13 gave us information directly, we'll delete it.

P11. Changes to this policy

We'll post any change here with a new effective date. For a material change, we'll notify you by email or in the Service before it takes effect.

P12. Contact

Bag/Get Inc., 2054 S. Euclid St, Ste H PMB#3223, Anaheim, CA 92802, dev@bagget.io.

©A9 2026 Bag/Get Inc. All rights reserved.