



One Thomas Circle, NW  
Suite 1050  
Washington, DC 20005  
[www.verra.org](http://www.verra.org)

## Verra Privacy Policy

**IMPORTANT NOTE:** This privacy policy (**Verra Privacy Policy**) does not apply to people in the European Economic Area or the United Kingdom. The [Verra GDPR Privacy Policy](#) applies to that group.

Except as stated above, this Verra Privacy Policy applies to all personal information collected by Verra, a not-for-profit organization incorporated in the District of Columbia, USA whose registered office is at 1090 Vermont Avenue N.W., Suite 910, Washington, D.C., 20005 USA, including without limitation, by way of the Verra website located at <http://www.verra.org>.

Verra recognizes the importance of people's privacy, and that people have a right to control how their personal information is collected and used. We know that providing personal information is an act of trust and we take that seriously.

### Collection of information

Verra primarily collects the following personal information:

- Personal details required to open an account on the Verra Registry. This includes name, telephone number, email, position title of the authorized representative, account manager and billing contact identified by an account holder for their account.
- Contact details for communications with stakeholders, strategic partners and other parties relevant to Verra's activities. This includes name, telephone number, email, position title of the representatives of these parties that will communicate with Verra.
- If the account holder, stakeholder, strategic partner or other party is an individual, additional details about that person may be collected such as bank account and physical address and, if applicable, details needed to conduct verification checks such as date of birth or government issued identifier.
- Details about activity on the Registry such as transaction details which could identify a person.
- Personal information contained in communications with Verra including via the Website, during face-to-face meetings, email correspondence or telephone conversations. This may also include personal information contained in reports, surveys, questionnaires and forms provided to Verra in order to participate in the Verra Registry or apply to do things such as use our logos.
- Information collected automatically from a Website visit such as IP address.

In some cases Verra may collect personal information from someone other than the individual concerned (e.g., from the person opening the account holder's account). If you provide to Verra personal information about another person, Verra is relying on you having addressed all

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relevant consents, notifications and other requirements to enable Verra to process the personal information for Verra's purpose of collection.

If Verra is not provided with all requested personal information, Verra may be unable to register an account holder, provide the requested Verra Program services and resources or respond fully to a request.

### **Our use of cookies**

Cookies are pieces of information that a website transfers to your computer's hard drive. Most web browsers are set to accept cookies. Verra uses cookies to make your use of the Website, resources and services more convenient. Cookies are used for example to estimate the overall number of users of the Website and determine traffic patterns through the Website.

If you do not wish to receive any cookies, you may set your browser to refuse cookies, but this may affect your ability to take full advantage of the services and resources on the Website.

### **Using your personal information**

Verra uses personal information for the following purposes:

- Operate the Verra Registry, provide the Verra Program services and resources and related initiatives and activities.
- Issuing, conducting, compiling, managing and analyzing reports, questionnaires and surveys and producing reports and/or ratings based on responses.
- Responding to stakeholder queries or requests for information.
- Administering and maintaining the Website.
- Improving Verra services and resources.
- For other purposes with your consent or where permitted or required by law.

### **Disclosing personal information**

Verra discloses personal information as follows:

- For participants in the California Air Resources Board (**CARB**) approved Verra Offset Project Registry (the **Offset Registry**), we may disclose personal information to government agencies as appropriate in connection with the operation of the Offset Registry in accordance with the applicable CARB rules.
- In order to deliver services and provide access to resources (including via the Website), and to improve those services and access, we may sometimes disclose personal information to third parties such as affiliates, partners, service providers, independent

contractors, consultants, off-site security storage or IT providers, website hosts and other partners of Verra.

- We may also share and disclose de-identified, and aggregated information for the purposes of research and promotional activities. For example, we may disclose aggregated data from website visitor reports, event registrations, completed reports, questionnaires and surveys, and make such data available on the Website or through other mediums.
- Verra may disclose personal information in connection with a sale or transaction involving all or a portion of the business to representatives of a prospective purchaser, and where required by applicable law.
- Verra may also disclose personal information with your consent or where permitted or required by law.

### **Storage and security of your personal information**

Verra will endeavor to take all reasonable steps to keep secure any user information, and to keep this information accurate and up to date. Information is stored on secure servers in the United States that are protected in controlled facilities. We require our employees and data processors to respect the confidentiality of any personal information held by Verra.

Please note also that Verra may use facilities outside the United States to process or back up its information. As a result, we may transfer your personal information to facilities outside the United States for storage. However, this does not change any of our commitments to safeguard your privacy.

### **Access and correction**

Please take care to ensure details provided to us are kept up to date. Where we provide facilities to update changes to details, please use those facilities. Additionally, to request access to or correction of personal information we hold, please contact us using the details in the Contact Us section below. In some cases we may respond that a request will not be actioned where permitted or required under law. Please include sufficient details so we can understand the nature of your request. We may need to request personal information in order to verify your identity.

### **Withdrawal of consent**

To withdraw any consent provided for us to process personal information, please contact us using the details in the Contact Us section below. If consent is withdrawn it may have consequences such as we may no longer be able to provide certain services or communications. Even if consent is withdrawn, we may still process personal information where permitted or

required under law. Please include sufficient details so we can understand the nature of your request. We may need to request personal information in order to verify your identity.

### **Links to other websites**

Verra provides, through the Website, access to third-party websites where content is not controlled by Verra. These linked websites are not under the control of Verra, and we are not responsible for the content or the conduct of the organizations accessed via links to such third party websites through the Website. Before disclosing your personal information on any website, we suggest you examine the terms and conditions and privacy policy of that website.

### **Future changes**

Verra may, from time to time, amend this Verra Privacy Policy. Any such amendments will be posted on the Website and will take effect at least fourteen (14) days after such posting. Please therefore keep checking this Verra Privacy Policy to ensure you are aware of the terms of the current version.

### **Concerns and complaints**

If you have a concern or complaint about our processing of your personal information including about our compliance with applicable data protection laws, please contact us using the details in the Contact Us section below. We will consider and promptly respond to the issues raised. Please include sufficient details so we can understand the nature of your concern. We may need to request personal information in order to verify your identity.

### **Contact Us**

We can be contacted in connection with privacy matters including as contemplated by this Verra Privacy Policy as follows:

Post:

Attention: Data Protection Officer  
Verra  
1 Thomas Circle, Suite 1050  
Washington DC, 20005, USA

Email: [Privacy@verra.org](mailto:Privacy@verra.org)

Date of Verra Privacy Policy: 19 January 2021