

Whitehead Institute for Biomedical Research

WIBR Core Facilities Customer Portal Privacy Policy

Effective: March 1, 2018

The WIBR Core Facilities Customer Portal (the “**Portal**”) is owned and operated by Whitehead Institute for Biomedical Research (“**Whitehead**,” “**we**,” or “**us**”). This Privacy Policy relates to the information we collect through the Portal and applies to any webpage that links to this Privacy Policy. This Privacy Policy does not cover the information we collect through our main [website](#) or any other Whitehead websites that do not link to this Privacy Policy. If you have any questions about this Privacy Policy or whether it applies to you, please contact us through the information provided in the “Contact Us” section below. Please note, we may use facilities outside of your home country to process, store or back up electronic information collected through the Portal.

Please read this Privacy Policy carefully. By using the Portal, you agree that your information may be collected, used and disclosed in the ways we describe. Please do not use the Portal if you do not agree with the practices described herein.

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The Information We Collect and Use

When we use the term “**Personal Information**,” we mean information that we associate with a specific person, or that reasonably can be used to identify a specific person.

We collect and use the following categories of Personal Information through the Portal.

1. Information for Account Set-up. When you set up an account on the Portal, you will be asked to submit Personal Information such as the name, phone number, email address and mailing address of the principal investigator and the administrative contact for the account. We use this information to set up and administer your Portal account, including sending you notifications regarding the core facilities you have reserved and billing information.
2. Additional Information You Provide to Us. When you communicate with us through the Portal, we collect the content of your email or other electronic messages. We may also collect information related to your communication preferences. We use this information to respond to your inquiries and manage how we engage with you.
3. Information Collected Automatically. We use various technologies to collect other types of data that do not directly reveal individuals’ identities (“**Other Information**”). If we associate Other Information with Personal Information, we will treat the combined

information as Personal Information in accordance with this Privacy Policy. These technologies include the following:

- a. *Logging Functionality.* As is true of most websites, we gather certain information automatically and store it in log files. This information may include IP addresses, browser type, internet service provider, referring/exit pages, operating system, date/time stamp, page views and/or clickstream data. We generally only use this data for purposes such as tracking traffic patterns on the Portal, security, fraud detection and protecting our rights.
- b. *Cookies and Other Data Collection Technologies.* We and our service providers use cookies and similar technologies to manage the Portal and to collect and track information about you and your activities on the Portal. In particular, we use “session cookies,” which are cookies that expire when you end your visit to the Portal. These technologies help us analyze the use of the Portal and develop solutions for how to make the Portal more useful to you. These technologies also allow us to aggregate statistical data and compilations of information, which may or may not include Personal Information, and provide this information to our service providers.

Most internet browsers allow you to remove or manage cookie functions and adjust your privacy and security preferences. For information on how to do this, access the “help” menu on your internet browser, or visit <http://www.aboutcookies.org/how-to-control-cookies/>. Please note, however, that disabling cookies on the Portal may result in your inability to take full advantage of all the features of the Portal.

- c. *Analytics.* We use analytics providers, such as Google Analytics, to help us evaluate and measure the use and performance of the Portal. To opt out of the aggregation and analysis of data collected about you on the Portal by Google Analytics, visit <https://tools.google.com/dlpage/gaoptout> and download and install the Google Analytics Opt-out Browser Add-on.

Additional Uses of Personal Information

In addition to the uses described above, we may use your Personal Information for the following purposes:

- Operating our business, managing your account and any other lawful, legitimate business purpose;
- Confirming your contact information;
- Contacting you to respond to your requests or inquiries;
- Processing and completing orders, including confirmation of reservations;
- Improving the Portal and developing new resources and services;

- Alerting you about new products or services that we believe may be of interest to you;
- Preventing, investigating and providing notice of fraud, unlawful or criminal activity or unauthorized access to or use of Personal Information, the Portal or our data systems, or to meet legal obligations; and
- Enforcing our Terms and Conditions.

How We Share and Disclose Personal Information

We share your Personal Information only in the ways described in this Privacy Policy.

1. Service Providers. We share your Personal Information with third party service providers who perform services on our behalf or for your benefit, such as scheduling space or resources at our core facilities, conducting analytics, managing our communications with you and verifying the information you provide to us.
2. Legal Process, Safety and Terms Enforcement. We may disclose your Personal Information to legal or government regulatory authorities in response to a search warrant, subpoena, court order or other request for such information or to assist in investigations. We may also disclose your Personal Information to third parties in connection with claims, disputes or litigation, when otherwise required by law, if we determine its disclosure is necessary to protect the health and safety of us or our users or to enforce our legal rights or contractual commitments users have made.

Links to Other Websites

For your information and convenience, the Portal may contain links to other websites, including Whitehead's main website. This Privacy Policy does not apply to and we are not responsible for the content, privacy policies or data practices of any website we do not own or operate. We encourage you to review the privacy policies for any other website you visit, to learn about the information practices associated with such other website.

Updates to this Privacy Policy

This Privacy Policy is subject to occasional revisions, and, if we make any material changes in the way we use your Personal Information, we will notify you by prominently posting notice of the changes on the Portal and updating the effective date of the Privacy Policy.

We encourage you to periodically review this privacy statement. If you do not wish to permit changes in our use of your Personal Information, you must notify us. Continued use of the Portal following an update to this Privacy Policy will indicate your acknowledgement of any changes and agreement to be bound by such changes.

Data Retention

We will retain your Personal Information for as long as it is reasonably useful for legitimate business purposes, in accordance with this Privacy Policy, and as necessary to comply with our

legal and regulatory obligations or data retention policies, to resolve disputes and to enforce our agreements.

You may contact us to request access and updates to and deletions of your Personal Information through the information in the “Contact Us” section below.

Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us:

Mailing Address

455 Main Street, Cambridge, MA 02142

Email Address

cores-help@wi.mit.edu

Phone Number

617-258-5000