

UNOS Privacy Policy (External)

Effective Date: May 26, 2026

At United Network for Organ Sharing (UNOS), we are committed to protecting your privacy. We are strongly committed to securing information we obtain from you or about you, including data collected through our public websites, business relationships, and interactions with vendors, partners, and their workforce. This Privacy Policy describes our practices with respect to such personal data, including how we use it, when we use it, and who we share it with.

This Policy does not apply to Protected Health Information (PHI) governed by the Health Insurance Portability and Accountability Act (HIPAA), or to information governed by separate contractual agreements.

1. Information We Collect

We collect personal information relating to you as follows:

A. Information You Provide

- Personal identifiers, demographic, contact information, and government issued identifiers, such as a driver's license or other identification information
- Professional, employment, vendor, or credentialing information
- Donation, payment, and transaction information
- Communications, inquiries, grievances, or feedback
- Content you voluntarily submit to us, including images, files, audio, or video

B. Information We Automatically Collect

We receive the following information about your visit, use, or interactions:

- Log data, such as your IP address, server information, location information, browser type and settings, date, and time stamps, and operating system
- Usage and activity data collected through cookies and similar technologies to operate and administer our services, and improve your experience and help maintain your preferences across sessions if you are not logged in, or to assist with authentication
- General location information (such as country or region) used for security, fraud prevention, and service performance

- Mobile application diagnostics, device identifiers, and crash reports depending on the type of device you use and its settings
- Operational, compliance, and performance data
- Information collected during visits to our facilities, such as identification details (including driver's license information), for security, safety, and access control purposes
- Information from other sources, like information that is publicly available on the internet

C. Information We Receive from Other Sources

We receive information from other sources, such as our trusted security and safety partners to manage safety and prevent fraud, abuse, and other threats, and from vendors and partners who provide business-related information consistent with our mission and operations.

2. How We Use Information

We use personal information for the following purposes:

- To operate, maintain, and improve our websites, systems, and services
- To communicate with you, including responding to your questions, and sending information regarding operations, events, services, or administrative matters
- To comply with legal, regulatory, contractual, and public health obligations
- To secure systems, prevent fraud, illegal activity, and manage risk
- To protect the rights and privacy of our users and their data
- To communicate information about our programs, services, and mission-related activities, and to conduct surveys
- To conduct research, analytics, and reporting consistent with law

We may de-identify or aggregate personal information so that it no longer identifies an individual and use such information for lawful business purposes. Where we maintain data in de-identified form, we will not attempt to reidentify it except as permitted or required by law.

3. How We Disclose Information

We may disclose information with and in the following circumstances:

- *Vendors and Service Providers:* To assist us in meeting business operation needs and to perform certain services and functions, we may disclose information to service providers, and marketing partners, including providers of hosting services, customer service vendors, cloud services, content delivery services, support and safety services, email communication software, web analytics services, payment and transaction processors, and information technology providers under contractual confidentiality obligations. When we work with Service Providers, these parties will access, process, or store Personal Data based on our instructions and pursuant to contractual obligations that limit use to providing services on our behalf.
- *Government Authorities or Other Third Parties:* Government agencies, including the Health Resources and Services Administration (HRSA), law enforcement or other parties when required or permitted by law
- UNOS clients, Organ Procurement and Transplantation Network (OPTN) Members, authorized partners, and approved researchers under data use agreements

4. Marketing and Communications

UNOS communications are primarily informational, educational, or operational in nature. Where applicable law requires, UNOS complies with applicable consent, opt-out, and unsubscribe requirements. You may opt out of non-essential communications by following instructions in the message or contacting us.

We do not sell personal information or share it for cross-context behavioral advertising.

5. Cookies and Tracking Technologies

UNOS uses cookies and similar technologies to support website functionality, analytics, and performance. You may manage cookie preferences through your browser settings; however, disabling cookies may affect functionality.

6. Data Retention and Security

UNOS retains information in accordance with record retention schedules, contractual obligations, and applicable laws. We implement reasonable administrative, technical, and physical safeguards designed to protect information against unauthorized access, misuse, alteration, or disclosure.

7. State Privacy Law Rights

Privacy rights vary by U.S. state. Depending on where you live, you may have additional rights regarding your personal information, including rights to access, delete, correct, obtain a copy of, or opt out of certain processing activities.

Depending on applicable law, you may have the right to:

- Access and obtain a copy of your personal information
- Request correction of inaccurate information
- Request deletion of personal information, subject to legal exceptions
- Opt out of certain uses of personal information, such as targeted advertising (where applicable)
- Not be discriminated against for exercising privacy rights
- File a complaint with your local data protection authority

To exercise your rights, instructions for filing your privacy complaint are available at <https://unos.org/unos-policies/> or email privacy@unos.org for further information and assistance.

8. Children

Our Services are not directed to children under the age of thirteen (13). If you are under eighteen (18), you should use our Services only with involvement of a parent or guardian.

9. European Union and EEA Data Subjects (GDPR)

If UNOS incidentally collects personal data of individuals located in the European Union or European Economic Area (EEA), such data will be processed in accordance with the General Data Protection Regulation (GDPR) where applicable. Legal bases for processing may include public interest, legal obligation, performance of a contract, or legitimate interests. Data subject rights may include access, rectification, erasure, restriction of processing, and objection, subject to lawful limitations.

UNOS' services are intended for individuals located in the United States. We do not intentionally target individuals in the European Union or European Economic Area (EEA).

10. Employee and Vendor Information

Employee, contractor, and vendor personal information is collected and used solely for employment, credentialing, contractual, security, and legal purposes. Information about workforce members and contractors is governed by separate internal policies.

11. Updates to This Policy

UNOS may update this Privacy Policy from time to time. When we do, updates will be posted on UNOS.org with an updated version and revised effective date, unless another type of notice is required by law.

12. Contact Us

If you wish to have your data that was submitted to UNOS edited or removed, or if you have concerns about your data, contact the UNOS Privacy Office by:

Email: privacy@unos.org

Call: (888) 850-0109

Mail: UNOS Privacy Office 700 North 4th Street Richmond, VA 23219