

Partners In Care Donor Privacy and Confidentiality Policy

Partners In Care respects the privacy of its donors and prospective donors and believes that it is of paramount importance to maintain the trust and confidence of the community, including donors, prospective donors, sponsors, partners, and volunteers. The Development Department at Partners In Care developed this Donor Privacy and Confidentiality Policy (“Policy”) to provide transparency as to the practices, policies, and procedures for the collection, use and protection of information that is provided to Partners In Care by donors and prospective donors (“Donor-Related Information”).

Confidentiality of Donor Records

Protecting the confidentiality of Donor-Related Information is an essential part of the work done within Development at Partners In Care. All Donor-Related Information that is obtained by Partners In Care is handled by Development Staff on a confidential basis except as otherwise disclosed in this Policy or except as disclosed when the information is provided to Partners In Care. All Development Staff are expected to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of Donor-Related Information. Development Staff may share with donors, fund beneficiaries, and grantees information pertaining to their own gifts, funds, and grants.

How We Protect Donor Information

Except as described in this Policy or at the time the information is provided, we do not otherwise disclose Donor-Related Information to any third parties, and we never sell, rent, lease, or exchange personal information with other organizations. The identity of all who connect with us through our website, postal mail, and email is kept confidential. The use of Donor-Related Information is limited to internal purposes, by authorized individuals, and to advance resource development efforts that require donor information, as noted above.

We have established and implemented reasonable and appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access, maintain data security, and ensure the proper use of Donor-Related Information. In particular, Partners In Care secures the personally identifiable information provided on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When payment information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Moreover, credit card numbers are not retained by Partners In Care once processed.

Although we have implemented reasonable and appropriate measures to safeguard against unauthorized disclosures of Donor-Related Information, our security measures may not prevent all losses and we cannot ensure that information will never be disclosed in a manner that is inconsistent with this Policy. In the event of such security failures or disclosures in contravention of this Policy, Partners In Care will provide notice in a timely manner. Partners In Care is not responsible for any damages or liabilities.

Publication of Donor Names

Unless otherwise requested by the donor, the names of all individual donors may be printed in Partners In Care reports and other internal and external communications. Partners In Care will not publish the exact amounts of a donor’s gift without the permission of the donor.

Memorial/Tribute Gifts

The names of donors of memorial or tribute gifts may be released to the honoree, next of kin, appropriate member of the immediate family, or executor of estate unless otherwise specified by the donor. Gift amounts are not released without the consent of the donor.

Anonymous Gifts

When a donor requests that a gift or fund be treated as anonymous, the donor's wishes will be honored.

Types of Information Collected

Partners In Care collects and maintains the following types of donor information when it is voluntarily provided to Partners In Care:

- Contact information, including name, organization/company affiliation, title, addresses, phone numbers, fax numbers, email addresses, date of birth, and family members.
- Donation information, including amounts donated, date(s) of donation(s), method, and premium.
- Payment information, including credit card or debit card number, expiration date, security code, billing address, and other information necessary to process a donation or event registration.
- Health information, including health status and disease affliction.
- Information on events and workshops attended, publications received, and special requests for program information.
- Information concerning events and hours volunteered.
- Donor requests, comments, and suggestions.

How We Use This Information

Partners In Care complies with all federal and state laws in the use of Donor-Related Information.

We use information obtained from donors and prospective donors to maintain records of donations, to respond to donor inquiries, to comply with the law or with any legal process served on Partners In Care, for IRS purposes, to analyze overall giving patterns in order to make more accurate budget projections, to develop strategies and present gift proposals, to issue donation acknowledgements, to understand donors' interests in our mission and to update them on the organization's plans and activities, to inform planning about who receives future fundraising appeals, to organize and promote fundraising events, and to inform donors of relevant programs and services through newsletters, notices and direct mail pieces, and to analyze our website usage.

Our contractors and service providers sometimes have limited access to Donor-Related Information in the course of providing products or services related to gift processing and acknowledgements. Such access is subject to confidentiality obligations covering this information. Moreover, access to Donor- Related Information by these contractors and service providers is limited to the information reasonably necessary for the contractor or service provider to perform its limited function for us. For example, donations may be processed through a third-party service provider, and our donors' information will be shared with such service providers to the extent necessary to process the donation.

Removing Your Name from Our Mailing List

Donors and prospective donors may ask to be removed from our email, mailing, or phone lists at any time. If you determine that information in our database is inaccurate or it has changed, you can modify your personal information by emailing us at donations@partnersbend.org or by calling us at 541-322-1291.

This Policy applies to all Partners In Care Development staff, including employees, contractors, and office volunteers ("Development Staff"). The Development Department reserves the right to amend and modify this Policy from time to time with or without notice to donors or prospective donors.