

# Ministry of Hope Donor Privacy and Confidentiality Policy

## Commitment to Donor Privacy

Ministry of Hope is committed to respecting the privacy of our donors. We have developed this policy to ensure our donors that donor information is confidential.

We value the trust of our donors and of the public, and we recognize that maintaining this trust requires us to be transparent and accountable in maintaining the confidentiality of the personal information that donors choose to share with us.

This privacy policy statement outlines the policies and principles that Ministry of Hope applies in order to ensure the confidentiality and integrity of donor information.

## Awareness

Ministry of Hope provides this Donor Privacy Policy to donors via our website and upon request to make donors and potential donors aware of our privacy policy, and to inform donors of the way their confidential information is handled and used.

## Information Collected

The types of donor information that Ministry of Hope collects and maintains are:

- contact information: name, organization/congregation, complete address, phone number, email address;
- donor history, including information about past financial contributions, volunteer activities, and other involvement with Ministry of Hope
- only the last 4 digits of a donor's credit card number are maintained for tracking purposes, following donations made via this method

## How Information is Used

Ministry of Hope uses your information to provide you with better service, and build a long-term network of community support to sustain the organization's work. The uses of donor information will be limited to those which are related to our business and which a reasonable person would consider appropriate in the circumstances. We collect, use, and disclose personal information concerning our donors for the following reasons:

- to establish a relationship and to communicate with donors
- to understand who our donors are and how we may improve our services to meet their preferences and expectations
- to issue and deliver a donation tax receipt
- to recognize contributions
- to respond to requests for information

## No Sharing of Personal Information

Ministry of Hope will not sell, rent, or lease your personal information to other organizations.

Use of donor information will be limited to the internal purposes of Ministry of Hope and only to further the ministry activities and purposes of Ministry of Hope. Employees and volunteers who have access to donor records will sign an agreement of confidentiality, ensuring that donor records are kept confidential.

## Accuracy

We will use our best efforts to ensure that personal information, including information that is disclosed to third parties, is as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

## Safeguards

We will protect personal information with safeguards appropriate to the sensitivity of the information.

Our safeguards will protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification, regardless of the format in which the information is held. We will make our employees and volunteers aware of the importance of maintaining the confidentiality of personal information, and we will exercise care in the disposal or destruction of personal information to prevent unauthorized parties from gaining access to the information.

Our methods of protection will include physical measures (for example, locked filing cabinets and restricted access to offices), organizational measures (for example limiting access on a "need-to-know" basis), and technological measures (for example, the use of passwords and encryption).

## Access to Donor Information Within the Organization and Publicizing Donor Names

- The Individual Gifts Committee of the Ministry of Hope Board oversees donor information and has access to all donor data (including contact information and gift amounts and dates)
- Donor names only (without gift amounts) are shared with the Ministry of Hope Board
- Donor names only (without gift amounts) are published quarterly in Ministry of Hope's newsletter to acknowledge and appreciate donors
- Donor names are published with a gift range list for gifts related to the annual Luncheon

## Removing Your Name From Our Mailing List

It is our desire to not send unwanted mail to our donors. Ministry of Hope provides donors with the opportunity to remove their names from our mailing list if they desire to do so. Please contact us if you wish to be removed from our mailing list.