

DONOR PRIVACY POLICY

As a donor to Boys & Girls Clubs of Spokane County (BGCSC), you have entrusted us with not only your charitable gifts, but your personal information as well. We thank you for your trust and promise to protect both your charitable investment and your personal information in keeping with the highest ethical standards and industry best practices.

As part of stewarding relationships, BGCSC collects personal data such as personal names, company names, addresses, telephone numbers, e-mail addresses, and payment information, only for its intended business purpose. We use this information to keep donors and supporters informed of our activities including our programs, special events and funding needs. We respect all requests to remain anonymous and provide an “opt-out” procedure for those wishing to be removed from mailings, phone calls or electronic communications in the future. Contact BGCSC (509-489-0741) at any time and we will gladly accommodate your request and/or modify your existing contact information and preferences.

BGCSC Staff will not sell, share or trade our donors’ names or personal information with any other entity unless directed by our Board of Directors. The Board of Directors must review, evaluate and deem the purpose for information sharing as good cause and have Executive Committee approval before sharing information. If the Board votes to disclose a donor’s confidential information, the donor will be notified first and have the opportunity to remain anonymous. This policy applies to all information received by BGCSC, both online and offline, which may include but is not limited to: website, social media, electronic donations, event registrations, and written and oral communications.

An exception to this policy is the rare case of illegal activity/suspected fraud. In this instance, BGCSC will provide pertinent information to government agencies and companies contracted to support fraud prevention and investigation, as permitted by law. Such information will not be provided to these companies for marketing purposes, but only for the protection of all donors and BGCSC.

By submitting personal information, the donor acknowledges that he or she has read this privacy policy, understands it, agrees to its terms and authorizes BGCSC to collect, use and disclose personal information pursuant to the terms of this privacy policy.

DATA SECURITY AND PROTECTION

Within BGCSC we maintain physical, electronic, and procedural safeguards in keeping with industry standards and best practices. We limit access to confidential information to those employees who need it to perform their duties and hold those employees to a strict code of ethics and confidentiality. Information such as physical addresses, telephone numbers, and payment information is encrypted for your security and only seen by the staff who process your gift and by our contracted fulfillment agencies. However, no method of information transmission via the internet is 100% secure, and we cannot guarantee the infallible security of your information.

Boys & Girls Clubs of Spokane County's Privacy Policy extends online. We use online payment processing services and technology partners with strong reputations for security that meet Payment Card Industry (PCI) compliance standards.

BGCSC does not store, or have access to, donor credit card information, bank account numbers, or other account data that donors send to these processing centers. However, credit card information provided over the phone, in person or online for special events, falls within this strict collection policy, but may be kept for a few days to ensure accurate payment, batch processing and/or refund capabilities. Once the transaction is complete, BGCSC destroys any financial information associated with the donor's gift/payment.

BGCSC will also store credit card information for recurring pledges until a pledge has been paid in full. This transaction/payment plan will require the donor's direction and approval. Any changes to the initial payment plan will need to be made in writing.

CORPORATIONS/EMPLOYEE GIVING

Some corporations support BGCSC through employee giving programs and campaigns. Generally this information is managed by the corporation and processed through payroll deduction. All donor information provided to BGCSC through this process is guaranteed the same privacy and security management as outlined in this donor privacy policy.

RECOGNITION

Each gift will receive appropriate acknowledgment in accordance with BGCSC's recognition policy.

DONOR BILL OF RIGHTS

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To ensure that philanthropy merits the respect and trust of the public, and that donors and prospective donors can have full confidence in the nonprofit organizations and causes they are asked to support, we declare that all donors have these rights:

- I. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- II. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.

- VII.** To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII.** To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- IX.** To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- X.** To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

The Donor's Bill of Rights was created by the Association of Fundraising Professionals (AFP), the Association for Healthcare Philanthropy (AHP), the Council for Advancement and Support of Education (CASE), and the Giving Institute: Leading Consultants to Non-Profits