

## **HFS Fundraising Policies regarding Donor Information and Interaction**

Hastings Family Service adheres to the Donor Bill of Rights as established by the Association of Fundraising Professionals. A copy of the Donor Bill of Rights, the Donor Privacy and Information Security Policy, and the Discontinue Contact Policy is posted at [www.hastingsfamilyservice.org](http://www.hastingsfamilyservice.org).

### **DONOR PRIVACY AND INFORMATION SECURITY POLICY**

Hastings Family Service will provide a secure environment for collecting donations and maintaining internal controls governing the safekeeping of all confidential donor financial and personal information. In all financial information systems and financial transactions, Hastings Family Service will work to protect the financial information of donors and earn the trust they have placed in the organization. Hastings Family Service does not share personal donor information outside of the organization.

Donor information is kept secure through the following actions:

- Credit Card numbers are not retained on-site physically or electronically. Only the final four numbers may be recorded in a transaction record. All donation envelopes containing credit card or personal information are shredded after the gifts are entered into the GiftWorks database. All envelopes or gifts are held in a locked area or secure safe until processed.
- HFS accepts on-line donations through GiveMN which uses secure SSL (Secure Sockets Layer) technology to accept online credit card donations. HFS recommends that donors protect their credit card data by using a secure on-line gift service and never sharing personal information through email or over the phone. Hastings Family Service cannot absolutely guarantee that credit card data handled by a third party processor will be secure and is not liable for the information a donor shares with others.
- Hastings Family Service maintains address, phone and email information in a secure database and also notes donor preferences regarding when and how they wish to be contacted and/or acknowledged. Any donor may request to see the information retained in their personal record at Hastings Family Service.
- All gifts provided by donors who wish to remain anonymous are entered into the system as anonymous gifts and included in any reports under the heading "anonymous." A preference for anonymity is noted in their personal record.
- All donors are offered tax-receipt acknowledgements for their gifts and have the right to refuse a receipt or acknowledgement.
- Hastings Family Service adheres to the [Children's Online Privacy Protection Act](#). A link to the Children's Online Privacy Protection Act is provided on the HFS website.
- All Staff, Board and Volunteers with access to HFS computers and information must sign a confidentiality agreement.

**DISCONTINUE CONTACT POLICY**

Hastings Family Service (HFS) maintains regular communications with donors which may include newsletters, solicitation letters, phone calls and acknowledgements. All donors have the option to withhold any personal information from Hastings Family Service and are given the option to request to be removed from mailings or discontinue contact via the donation reply envelope, email or website, or verbally.

1. Policy: It is the policy of Hastings Family Service (HFS) to discontinue contacting any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent. HFS shall maintain a record of all requests by persons who indicate to HFS its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of HFS.

2. Limitation: This policy does not prohibit contact by HFS that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by HFS that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

3. Procedure: Upon a person's (or a person's authorized representative's) request that HFS discontinue further contacts, the person's name and address will be promptly modified in the organization's database to insure that no further contact is made with the person. HFS will also take steps to insure that the person's name is removed from any external databases or records under HFS's control.

4. Permanent Record: The HFS database will maintain a record of all requests for discontinuance of contacts in the GiftWorks database, effective with the adoption of this policy by HFS board of directors. Oral requests will be recorded in the database by the staff of HFS and adhered to the same as written requests. The records of persons who have made such a request will be maintained by HFS to the extent necessary for legal or liability purposes.

Please contact Kathe Ellis at [katheellis@hastingsfamilyservice.org](mailto:katheellis@hastingsfamilyservice.org) or Amy Sutton at [amysutton@hastingsfamilyservice.org](mailto:amysutton@hastingsfamilyservice.org) or call 651-437-7134 if you have any privacy questions or concerns.

Policies including a Donors Privacy and Information Security Policy, a Discontinued Contact Policy, and agreement to adhere to the Donor Bill of Rights and the Children's Online Privacy Protection Act were adopted by majority of the board of directors of Hastings Family Service this \_\_\_ day of \_\_\_\_\_, 20\_\_.

Signed: \_\_\_\_\_, Board Chair

\_\_\_\_\_, Secretary

Hastings Family Service Board of Directors