



Face to Face Health and Counseling Service, Inc. Donor Privacy and Information Security Policy

Philosophy

Face to Face is committed to upholding public trust. We regard protecting the privacy of donor or prospective donor information as an essential condition of public trust. Face to Face adheres to the Donor Bill of Rights, established by the Association of Fundraising Professionals and other leading fundraising organizations, which includes the right of a donor to be assured that information about a donation is handled with respect and confidentiality. A copy of the Donor Bill of Rights, the Donor Privacy and Information Security Policy, and the Discontinue Contact Policy is posted at www.face2face.org.

DONOR PRIVACY POLICY

Face to Face has developed this privacy policy to ensure that donor information will not be shared with any third party. This policy applies to the collection of information, including information collected on our website. By submitting your information to us or any of our staff, you consent to the terms and conditions of the policy and to our processing personal information for the purposes stated below.

Personal Information

“Personal Information” is information that identifies you personally, such as your name, address, telephone number, and email address. We collect and store the personally identifiable information that you have provided us. Here are some examples in which we may collect your information.

- When you request information via one of the email addresses identified on our website or otherwise contact us in person, by phone, or email, with a question. We may then collect your name, address and email in order to respond to the inquiry.
- We may collect your name, email address and other contact information if you register for an event, attend a tour, or sign up for our newsletter via our website.
- We may collect your name, email address, telephone number and payment information when you make a contribution, either on our website, over the phone or by mailing a check.
- This is a sample of personal information that we may collect. From time to time, we may collect personal information from you in ways not described above.

Use and Disclosure of Personal Information

It is our intention to use and disclose your personal information only for the following internal development purposes of Face to Face: to complete a transaction, communicate back to you, appropriately acknowledge and recognize your contribution, update you on activities and events, and conduct ongoing resource development efforts. Specifically:

- We will not share your personal information, collected on the website or through any other business activities, with any third party external to Face to Face without your consent, except as specified below.
- We will never sell or trade your personal information.
- We will not send you mailings on behalf of other organizations.
- We will collect payment information, billing address and other information necessary to process a donation or event registration.
- We may share personal information about you internally with specific trustees, volunteers, or agency staff for the purpose of resource development. Information shared may include giving history as well as other information necessary to develop a strategy of cultivation, solicitation, and stewardship. Information will only be shared on an as needed basis and after the trustee, staff, or volunteer has signed a confidentiality agreement.
- Unless you notify us that you would like to remain anonymous, we may acknowledge you by name and/or description of donation (including the level of monetary contribution) in the annual report. Face to Face will provide a means (such as a check off box) at least annually for you to indicate that you wish your gift to remain anonymous (i.e., not acknowledged publicly, for instance in the annual report). You may also inform us of this by email or mail communication to the Director of Development (see contact information below).
- We will use your information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law or comply with legal process served on us, protect and defend our rights or act in urgent circumstances to protect the personal safety of others.
- You have the right to review information that we have collected about you. To review that information, please contact us in writing at Director of Development, 1165 Arcade Street, St. Paul, MN 55106.

INFORMATION SECURITY POLICY

Face to Face will provide a secure environment for collecting donations and maintain internal controls governing the safekeeping of all confidential donor financial and personal information. In all financial information systems and financial transactions, Face to Face will work to protect the financial information of donors and earn the trust they have placed in the organization.

Donor information is maintained in a Raisers' Edge fundraising database and in paper files. This information is kept secure through the following actions:

The database is password protected. Only authorized Face to Face Development staff has access to the database. Each user has a distinct user name and password. The database is located on the Face to Face server maintained with updated firewall protection by an IT professional on staff.

Paper files with donor information are kept in a locked filing cabinet on site. Only authorized development staff has access to the filing cabinet.

Credit Card information is used and retained only in order to process contributions. After the gift is processed, credit card numbers are not retained on-site physically or electronically. All donation envelopes and pledge forms containing credit card information are either shredded after the gifts are entered into the RaisersEdge database or the number is blacked out. All envelopes or gift forms are held in a locked area or secure safe until processed.

Face to Face accepts on-line donations through Sphere which uses secure SSL (Secure Sockets Layer) technology to accept online credit card donations. Face to Face 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. Face to Face 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.

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.

CONTACT INFORMATION

If you have any questions about these policies or would like to opt out of being acknowledged publicly as a donor of Face to Face please contact:

Dana Hays
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Saint Paul, Minnesota 55106
Email: haysd@face2face.org
Phone: 651-772-5563

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