

# PRESBYTERIAN NIGHT SHELTER POLICY/PROCEDURE

## **SUBJECT: Privacy and Confidentiality of Donor Information**

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### **Policy Statement:**

Donor information will be kept confidential except in the event of donor recognition and only with the express permission of the donor. Presbyterian Night Shelter will not sell or share a donor's personal information to third-parties except as required by law.

### **Definition of donor information:**

*Donor information* is defined as the name, any address, telephone number, gift history, or any other information pertaining to a donor or potential donor to the Presbyterian Night Shelter, which is gathered by the development office or representatives of the Presbyterian Night Shelter for development purposes.

### **Procedures:**

Donor information is collected from contribution envelopes, checks, credit cards, in-kind gift receipts and a variety of other verbal and written sources. This information is kept confidential, with the following exceptions:

- Donor recognition statements in newsletters, annual reports and other agency publications, unless the donor requests anonymity.
- Public recognition, such as event invitations, event advertising, and related materials, unless the donor requests anonymity.
- Any time the donor requests ALL information to be kept confidential. In the event that all information is requested to be kept confidential, the word "anonymous" will appear in all publications in place of the donor name. The donor name will be shared only with the Vice President of Development, Chief Executive Officer and Chair of the Board of Directors.

Donor information may be accessed and shared only by Presbyterian Night Shelter employees and board members who are authorized and who have a need to know in order to perform an authorized agency function or activity. Donor information shall be used solely for development purposes in accordance with applicable policies.

Donor information is not sold, shared or disclosed to third party organizations.

Third-party credit card processing organizations are not permitted to retain, share, store or sell donor information.

### **Marketing and Mailings:**

We may share your personally identifying information (including your name, address, phone number, email address, or donation history) with trusted third-party companies (bound to contractual confidentiality) for the sole purpose of creating mailings and marketing material such as receipts, reminder letters, and other special updates from Presbyterian Night Shelter.

Created on: 8/3/2007

Policy Revised: 3/8/2018

Status of Policy: FINAL

Date of ED Approval: 3/8/2018

You may, at any time, choose to opt out of receiving mail from us by calling us at 817.632.7417 or emailing us at [Lcrouch@journeyhome.org](mailto:Lcrouch@journeyhome.org). Please allow 30-60 days for your address to be removed from any mailings that are currently underway.

**Accessing, Modifying, Updating, and Deleting Your Information:** We strive to keep our records as accurate as possible. You may, under applicable laws, have a right to access, correct, modify, or request the deletion of your Personal Information that you have previously provided to us at any time. To do so, please call us at 817.632.7417.

Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion (e.g., when you make a donation or enter a promotion, you may not be able to change or delete the Personal Information provided until after the completion of such donation or promotion). There may also be residual information that will remain within our databases and other records, which will not be removed.

Failure to comply with this policy may result in denial of future access to donor information and disciplinary action up to and including termination of employment.

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