

Organizational Policy

Chapter:	Communications – Resource Development	Date Established:	2/16/2016
Policy Name:	Donor Confidentiality	Last Date Approved:	5/17/2016
Policy #:	ORG.30.03	Last Date Reviewed:	5/17/2016

Purpose

To ensure protection of donor personal information.

Policy

CCS and CCSF shall protect all donor personal information.

Definitions

Donor personal information = may include, but is not limited to: name, address, email, phone, donation information including amounts, credit card or banking information, and any other private or personal information collected by the organization or provided by the donor.

Procedures

1. Employees, interns, volunteers, or professional contractors assigned to work with any type of donor information must review and sign this donor confidentiality agreement.
2. Information about donations and donors are handled with respect and confidentiality, and donor requests for anonymity are honored.
3. Our organization does not exchange, lend, rent or sell our donor lists to third party organizations.
4. All persons who have access to donor information agree and understand that they are not permitted to use this information for any purpose other than to carry out the services they are performing for our organization.
5. Printed files containing donor information are to be stored only in secured, locked areas and shredded when no longer in use.
6. We do not store credit card information after a donor transaction is complete. In the case of authorized, automatic recurring credit card donations, the card number is redacted and not visible to staff.
7. Emails distributed to multiple donors simultaneously must not reveal the email address of any member of the group being emailed.
8. Donor level of anonymity must be communicated to program recipients prior to receipt of funds to ensure privacy of donors.
9. Donor Privacy Policy – see addendum.

Internal References

- ORG.80.01 – Virus Protection Software
- ORG.80.02 – Electronic Security
- ORG.80.03 – Network and Account Policy
- ORG.90.01 – General Privacy Policy
- ORG.90.09 – Electronic Mail Policy

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Donor Privacy Policy (Posted on CCSwv.org)

We respect and protect the privacy of our donors and adhere to the following guidelines:

- * Information about donations is handled with respect and confidentiality.
- * We do not exchange, lend, rent or sell our donor lists to third party organizations.
- * The personal information you provide when making an online donation or registering for an event will not be disclosed to any unauthorized third parties.
- * When you make a donation online, a secure connection is established, and your information is encrypted to prevent interception during the transaction. The secure connection is maintained until the transaction is completed or terminated.
- * We do not store credit card information. In the case of an authorized recurring credit card donation, the card number is not visible to staff.
- * Employees of Catholic Community Services of the Mid-Willamette Valley and Central Coast (CCS) and Catholic Community Services Foundation (CCSF) who have access to your personally identifiable information in connection with processing donations are required to sign a confidentiality agreement. They are not permitted to use this information for any purpose other than to carry out the services they are performing for CCS and CCSF.
- * If you provide us with your postal address or e-mail address, you may receive periodic mailings about CCS, its programs or upcoming events. If you prefer not to receive these mailings, please let us know by sending an e-mail to Communications@CCSwv.org, or by calling (503) 856-7062.
- * If you have supplied your telephone number online, you may receive telephone contact from us regarding your donation or responding to any requests you have made.