

# Ampersand Families

## Donor Privacy Policy

*Updated 9-20-16*

Protecting the privacy of our donors and volunteers is a top priority of Ampersand Families. Our ongoing commitment to the protection of their privacy is essential to maintaining a relationship of trust. This policy is to ensure consistent and rigorous protection of privacy and is to be followed by all staff and board members, as well as any volunteers who may have access to this information.

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### DONOR INFORMATION

Ampersand Families collects and maintains the following types of information when it is voluntarily provided to us:

- Contact information such as name, address, telephone number and email address
- Giving information
- Information on events attended, publications received and special requests for program information
- Information provided by the donor in the form of comments and suggestions

This private data on individuals is kept on file for IRS purposes. It is also used to analyze overall giving patterns in order to make more accurate budget projections, as well as to understand donors' interests in our mission and to update them on the organization's plans and activities. This information is shared with staff, board members, volunteers and consultants only on a confidential and need-to-know basis. Those who are given access to this information must first review Ampersand Families' donor privacy policy.

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### LIST SHARING

Ampersand Families does not share personal giving history, donor contact information or donor lists with any other individuals or organizations with the exception of designated agents of Ampersand Families who are assisting our agency in the course of normal non-profit business procedures and donor or volunteer customer service processes. Ampersand Families collects donor information via the web, in person, and by mail. It is the policy of Ampersand Families to discontinue contacting any person upon that person's oral or written request directed to Ampersand Families (see Discontinue Contact Policy for more details).

### DONOR BILL OF RIGHTS

Ampersand Families subscribes to the Donor Bill of Rights, which was created by the Association of Fundraising Professionals, the Association for Healthcare Philanthropy, the Council for Advancement and Support of Education, and the Giving Institute: Leading Consultants to Non-Profits.

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 general 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:

- 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.

- 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.
- To have access to the organization's most recent financial statements.
- To be assured their gifts will be used for the purposes for which they were given.
- To receive appropriate acknowledgement and recognition.
- To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

For privacy questions or concerns, or questions regarding this policy, please contact us at:

Ampersand Families  
2515 Wabash Avenue, Suite 150  
St. Paul, MN 55114

#### **USE OF PRIVATE INFORMATION**

The information collected about donors and volunteers will be used only by Ampersand Families and only for communication on Ampersand Families-related issues. Any private information that is collected will never be sold to other agencies or groups. On occasion, some information will be used in Ampersand Families' publications, such as a list of recent donors with a thank you message in a newsletter, for example, but individuals can choose to opt out of any public listings. Additionally, Ampersand Families may occasionally hire a third-party service to assist with processing mailings, for example, and information from the agency's database of donors and volunteers will be used by the third-party group to produce the mailings. However, Ampersand Families will insure that any agency used for this purpose will be a reputable agency with strong privacy protections of their own. Additionally, they will not be allowed to keep any names or addresses when they are done with Ampersand Families' job.

#### **ACCESS TO PRIVATE INFORMATION**

Access to the Ampersand Families database of Volunteers and Donors shall be granted by the Executive Director -- no one is to be given a user account without the Executive Director's permission. The Executive Director must keep a current list of who has access and that list must be provided to the Board of Directors as requested. The highest level of access (for user administration) shall only be granted to the Executive Director and the employee/s responsible for maintaining the information and donor relations. To have access to the donor database, a person is either a paid staff member or a volunteer assisting with a specific, limited project related to fund development. Any volunteer with access will sign a data privacy agreement and will have regular contact with the Executive Director accounting for any access to the system.