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**Donor Privacy Notice**

The Village pledges to protect personal information about our donors.

**How we collect information:**

* We collect information provided to us ***by donors*** including name, address, phone number, email address, date of birth, financial information necessary to make donation, etc.

**How we may use information:**

Donor information may be used in the following ways:

* To maintain records of donations
* To send information to donors about additional opportunities to support The Village Family Service Center
* To allow us to acknowledge and thank donors
* To allow us to send tax information to donors
* Information may be reviewed as part of quality assurance records review
* To provide information back to donors for use in philanthropic decision making

The Village does not sell, share, or trade donor information.

**Discontinue Contact notice**

It is the rule of The Village Family Service Center to discontinue contacting any person upon that person’s oral or written request. When The Village receives a request to discontinue contact, the person’s information will be immediately removed from our database and/or modified to ensure no further contact is made. The Village will also take steps to ensure the person’s name is removed from any external databases or records under The Village’s control. Any contact following such a request will only be in response to a direct inquiry from the person or the person’s representative.

Oral requests for discontinuance of contact will be recorded in writing by staff and maintained with written requests. The Village will maintain a record of all requests for no contact to the extent necessary for legal or liability purposes.

**How we manage and protect information:**

Donor information is protected through the use of physical and electronic security measures including locked file cabinets, offices, and buildings, permission-based access to electronic records, and secure computer systems.

If you have questions about this Privacy Notice, please call (800) 627-8220 and ask to speak with our Privacy Officer. This notice is available on our website or by request. Changes will be reflected on our website.

**Rev. 10/2022**

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**Donor Bill of Rights**

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare all donors have these rights:

* 1. 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.
  2. 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.
  3. To have access to the organization’s most recent financial statement.
  4. To be assured their gift will be used for the purposes for which they were given.
  5. To receive appropriate acknowledgement and recognition.
  6. To be assured information about their donations is handled with respect and with confidentiality to the extent provided by law.
  7. To expect all relationships with individuals representing organizations of interest to the donor will be professional in nature.
  8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
  9. To have the opportunity for their names to be deleted from mailing lists an organization may intend to share.
  10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

*Developed By:*

*American Association of Fund-Raising Counsel, Association for Healthcare Philanthropy, Council for Advancement and Support of Education, and Association of Fundraising Professionals.*