

Minnesota Coalition *for the* Homeless

DONOR PRIVACY POLICY

Updated May 2015

Philosophy

By protecting the privacy of donor information, the Minnesota Coalition for the Homeless helps build public trust.

Standard

The Minnesota Coalition for the Homeless will provide a privacy policy on its website or by request that describes how donor information is collected and used. It allows donors to “opt-out” of making their private information available or shared. Also, MCH has a board-approved discontinue contact policy guaranteeing that donors can be removed from solicitation and other mailing lists.

DONOR INFORMATION

The Minnesota Coalition for the Homeless respects the privacy of all donors and prospects. We believe in safeguarding personal donor information. Donor names, addresses and any other personal information provided will be used only by MCH to inform donors and prospects of activities including program updates and outcomes, special events, and funding requests. If at any time a donor chooses not to receive these communications, the individual can remove their name from the agency’s mailing list by contacting the Development office.

Beginning in 2016, MCH will publish a list of the names of donors in an annual report which is available on our website. Donors can choose to remain anonymous and will not be published in this report.

ELECTRONIC PERSONAL RECORDS

Donor information is maintained in a secured database, and only authorized personnel have access to this information and only for appropriate business purposes.

MCH collects and maintains the following types of donor 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 confidential information 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.

Minnesota Coalition *for the Homeless*

MAILING LISTS

MCH does not rent, sell, give away, or trade its donor lists or any information contained on those lists. Donor information is used by the agency for charitable purposes only as described above and will not be used by any entity outside of the agency. To review personal information collected and/or request changes, the Development office should be contacted by phone at 651-645-7332.

AUTHORIZED RELEASE OF INFORMATION

MCH may be legally required to disclose information on occasion. MCH complies with all applicable legal requirements and standards.

DEFINITIONS:

Term: Personal Information

Definition: Information that identifies an individual personally, such as name, address, telephone number, email address, etc.

DONOR BILL OF RIGHTS

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 assure 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:

- I. 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.
- II. 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.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- IX. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

Minnesota Coalition *for the Homeless*

X. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

POLICY ON DISCONTINUING CONTACT UPON REQUEST

Updated May 2015

1. Policy: It is the policy of the Minnesota Coalition for the Homeless ("MCH") to discontinue contacting any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent. MCH shall maintain a record of all requests by persons who indicate to MCH, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of MCH.

2. Limitation: This policy does not prohibit contact by MCH that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by MCH that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

3. Procedure: Upon a person's (or a person's authorized representative's) request that MCH discontinue further contacts, the person's name and address will be promptly removed from MCH's database or modified to insure that no further contact is made with the person. MCH will also take steps to insure that the person's name is removed from any external databases or records under MCH's control.

4. Permanent Record: MCH will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by MCH's board of directors. Oral requests will be recorded in writing by the staff of MCH and maintained with the written requests. The records of persons who have made such a request will be maintained by MCH to the extent necessary for legal or liability purposes.



Copyright © 2005, Charities Review Council