

# Arlington Food Assistance Center

## Donor Privacy Policy

The Arlington Food Assistance Center (AFAC) is committed to respecting the privacy of our donors. We have developed this policy to assure our donors that donor information will not be shared with any third party. This Privacy Policy applies to the collection of all forms of donor data, including electronic information collected on any website operated and controlled by AFAC.

First and foremost, AFAC is committed to protecting donor data with the utmost discretion. We will never sell donor data under any circumstances, nor will we disseminate any donor data to any party without the expressed permission of the donor.

Furthermore, we work diligently to provide our donors with their preferred communication forms and frequency. Donors who wish to be removed from AFAC mailing lists, email lists, or e-news dissemination lists, donors who would prefer less frequent AFAC communications or contact, or donors who would like their donations listed as Anonymous may request this support at any time by contacting the Development Department at (703) 845-8486, or by email at [development@afac.org](mailto:development@afac.org).

### **AFAC may collect Donor data for documentation and donor receipting purposes.**

This data may include:

- Donor contact information, including name, organization, physical address, phone number, and email address.
- Payment information, including check data or credit card number, expiration date, and security code, as well as any relevant billing information. Please note that AFAC does not store any credit card or checking account information for repeat or future gift processing. Recurring donations can be set up online or via telephone by contacting our Development Department.
- If the gift is in honor or in memory of a third party, the donor may choose to disclose the name and address of the third party for notification purposes. Please

note that imparting the name and address of an honoree does not add that person to our donor database, mailing list, or any electronic list-serv.

**AFAC may collect donor information in the following ways:**

- If a donor presents a question in person, by telephone, via e-mail, or in writing, AFAC staff may collect donor information in order to respond to the inquiry.
- If a donor contacts AFAC to make a donation online, via telephone, or in-person, AFAC staff will collect contact and payment information in order to process that donation.
- If a donor is gifting food, funds, or an in-kind donation to AFAC, AFAC staff may request or confirm donor information in order to issue a tax receipt to that donor.
- If a donor is attending one of AFAC's events, AFAC may request registrant and attendee information.

**AFAC may utilize donor information in the following ways:**

- To thank donors for their donations in writing and to acknowledge donations in relevant publications, such as AFAC's annual report;
- To inform donors about AFAC events and activity;
- For internal analysis and record-keeping;
- For reporting to relevant U.S. and State agencies (these reports are not for public inspection);
- To contact donors about changes to this Donor Privacy Policy.

**AFAC credit card transactions may be executed in one of two ways:**

(1) The donor may go to the AFAC website and make a donation by personally keying in his/her credit card and billing data, which is then processed through PayPal.

(2) The donor may authorize a credit card donation or a purchase by providing AFAC with a credit card number and billing information, by which AFAC can execute a credit

card transaction on the donor's behalf. AFAC will use this information to execute the credit card transaction through PayPal. Once the gift or purchase is processed, the credit card information will be separated from the information needed to acknowledge the gift or purchase, and the credit card and billing information will be shredded.

**AFAC is committed to securing donor data in the following ways:**

- AFAC will not sell, rent, or share donor information with other organizations. Donor information is confidential.
- Use of donor information is limited to internal gift processing purposes and fundraising purposes, at the will and behest of AFAC donors.
- AFAC's Donor database is password-protected, and User Identification access is issued solely to AFAC staff.
- AFAC's PayPal account is encrypted, with limited and varying data access issued solely to AFAC management and the Board Treasurer.
- AFAC's donations by check are batched and deposited electronically at the AFAC office, via a secure terminal linked directly to AFAC's bank account. Checks are batched at regular intervals, at a minimum of once per week. As the checks are scanned through the terminal, they are deposited and the hardcopies voided. When the batch has been deposited, the hard copy checks are shredded.
- All unprocessed checks and any credit card transactions that require manual entry are safeguarded in a lockbox until they are deposited and/or processed.
- AFAC maintains an internal policy that any reports, envelopes, mailing labels, or other printed material that feature donor data are shredded rather than discarded.

This policy will be reviewed by the Board of Directors on an annual basis and amended as necessary.

*Approved: March 9, 2015*