

Project Hope's Donor Privacy Policy and Bill of Rights

I. What information we collect

Project Hope collects varied personal information from donors when a contribution is made, which includes: name, address, business affiliation, telephone number, email address, the amount or value of the donation, and any donor comments. Tax laws in the United States and the Commonwealth of Massachusetts require the Agency to keep contact information and contribution level of donors on file.

In the case of certain financial information collected to process a donor's contribution, such as a bank account number, credit card number and type, billing address, expiration date, and other information necessary to process such gift transactions, we do not permanently store the information. Once the transaction is completed, all financial information that could potentially be traced back to the donor is shredded or redacted (see section III).

II. How we use that information

Project Hope will never publish, sell, trade, rent or share names (unless released for publication), e-mail or mail addresses, or telephone numbers of our donors. Project Hope will use contact information (e-mail, telephone number and address) of donors for these purposes only:

- Distribute receipts for donations**
- Thank donors for their donation**
- Inform donors about upcoming fundraising and other activities of Project Hope**
- Internal analysis, planning, and record keeping**
- Reporting to relevant U.S. and State agencies (these reports are not for public inspection)**
- Contact donors about changes to this policy**

However, properly anonymized donor information is used for promotional and fundraising activities. We allow donors the option to have their name publicly associated with their donation unless the donor explicitly chooses to be listed as anonymous. In all other cases the default is for staff to assume all donations are not to be publicly announced unless the donor explicitly indicates otherwise.

We list donors in our Annual Report by broad giving categories (unless anonymity is requested), but do not disclose the amount of any individual donor's single or combined gifts unless required to do so by law.

Comments given in donor forms are published in public lists and may be used in promotional materials while comments sent to us via email, fax or telephone are kept strictly confidential, unless expressed consent for its usage is given by the donor.

III. Financial information

All access to donor financial information is strictly limited to professional staff who need to process those data. No such data are given to any person, organization or group who does not need to access those data, except as directed by the donor or as ordered by a court. In the highly unlikely event of a court order requiring disclosure, any affected donor will be notified in writing prior to the release of any data. All Project Hope staff working with donor information are required to review and acknowledge in writing compliance with this policy.

Project Hope uses an online payment processing service, Sage Payment Solutions (SPS), to process donor contributions made via credit or debit card. SPS is committed to providing safe, secure, and private transactions. Further details about their privacy and security practices can be found at <http://www.sagepayments.com/Company/PrivacyPolicy.aspx>. When you make a donation to Project Hope through our web site, SPS shares only your name, address, and email with us. Project Hope does not store, nor does it have access to, your credit card information, bank account numbers, or other account data sent to SPS.

In cases where Project Hope staff receive a donor's credit card information to process a gift, the transaction is performed via the secure SPS system. The donor's credit card information is either redacted or shredded immediately after processing.

Check donations to the Project Hope are stored in lockboxes prior to delivery to the Finance office for deposit. Copies of checks summarily have all personal information (bank account number and bank routing number, address, etc.) redacted.

In cases where a gift is made via wire transfer, Project Hope does not receive details about the donor or other recognizable financial information that could be linked to the donor.

IV. Security and Access

Project Hope strives to keep your personal information in a secure manner and safeguard it from unauthorized access. If you wish to review, correct, or update your information, please contact us by email, by telephone or write to us at:

Project Hope
550 Dudley Street
Roxbury, MA 02119
Attention: Robyn Eastwood, Development & External Affairs Manager

Email: reastwood@prohope.org
Tel: 617-442-1880

We will use all reasonable efforts to let you review your personal information in our files and, upon your instructions, to correct inaccuracies or delete incorrect information from our databases. If you do not want to be listed as a donor in our publications or on our website or receive other information from us, please notify us by mail, email or telephone.

V. Donor Bill of Rights

Project Hope subscribes to the Donor Bill of Rights which specifies the following:

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 not-for-profit organizations and causes they are asked to support, we declare that 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 statements.**
- 4. To be assured their gifts will be used for the purposes for which they were given.**
- 5. To receive appropriate acknowledgment and recognition.**
- 6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.**
- 7. To expect that 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 that 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.**

The text of this statement in its entirety was developed by the American Association of Fund-Raising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), and National Society of Fund Raising Executives (NSFRE).