

Help's on the Way – Donor Privacy Policy

Date of Adoption: December 8, 2008

The ministry of Help's on the Way maintains the highest level of respect for the privacy of its donors. In furtherance of our commitment to honor your rights, we have developed this **Donor Privacy Policy** to guide our staff on how they may and may not use your personal information. This policy may be updated from time to time.

What information we collect:

The ministry collects and uses personal information from donors that includes: amount donated, mailing address, donor comments and e-mail address. Tax laws in the United States and the State of Florida require the ministry to keep contact information and contribution level of donors on file.

How we use that information:

The ministry will never publish, sell, trade, rent or share names (unless released for publication by donors), e-mail or mail addresses, or telephone numbers of our donors. The ministry will use contact information (e-mail, and mailing 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 the ministry
- Internal analysis 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. 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. 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.

Financial information:

All access to donor financial information is strictly limited to staff that needs to process those data. No such data are given to any person, organization or group who does not need to access those data.

The ministry of Help's on the Way only uses online payment processing services with world class security and strong reputations. Help's on the Way does not store, nor does it have access to, your credit card information, bank account numbers, or other account data sent to those processing services.

Contact us

If you have questions about this Donor Privacy Policy or if you wish to be removed from our e-mail/postal contact lists, please email us via the ministry website www.helpsontheway.org and by then clicking on the **Contact Us** link or write to:

Help's on the Way
6784 Edwards Road
Belleville, Michigan
48111-1136

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 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 ministry's mission, of the way the ministry 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 ministry'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.