

CornerHouse Donor Privacy Policy & Procedure

POLICY:

CornerHouse is committed to respecting and protecting the privacy of our donors. All donor information will be kept confidential at all times, under guidelines as outlined below.

Donor information is collected by CornerHouse whenever donors interact with the organization, in ways such as the following: making a donation, online or via mail; communicating with staff or volunteers, via email, phone, or an in-person conversation; attending CornerHouse events; etc.

Types of donor information collected and maintained by CornerHouse:

- Name, mailing address, phone number(s), email address(es);
- Payment/billing address (if different from address above);
- Events attended;
- Donation/giving history;
- Records of communications between donors and CornerHouse staff or volunteers (including emails, notes from phone conversations, or notes from in-person conversations).

Donor information is maintained in a secured database, and only authorized personnel have access to it, for appropriate business purposes. This confidential information is kept on file for IRS, legal, and financial purposes, and 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. Donor information is shared with staff, board members, volunteers, and consultants, only on a confidential and need-to-know basis.

PROCEDURE:

1. **Privacy Policy:** CornerHouse will provide a privacy policy on its website, www.cornerhousemn.org. The policy reflects the following commitment to CornerHouse donors:
 - a. Our respect and commitment to protecting donor privacy.
 - b. Statement that we may collect personally identifiable information when donors visit the CornerHouse website.
 - c. Statement that we receive and record information on our server logs from the donor's browser including IP address, cookie information and page(s) the donor visits.
 - d. Commitment that we will not sell the donor's personally identifiable information to anyone.
2. **Security Policy:** CornerHouse informs donors of the security of their donation through the following statements:
 - a. Secure Sockets Layer (SSL) software is the industry standard and is used for the secure transactions related to their donation.
 - b. Data will be encrypted, including credit card number, name, and address and other personal information so that it cannot be read over the internet.



3. **Refund Policy:** Donors are informed that refunds will be considered on a case by case basis and provides staff contact information for an inquiry regarding any refund.
4. **Publishing Donor Names:** Names of donors are published in two ways: 1) in a donor newsletter twice a year, and 2) in the annual report. If a donor wishes to remain anonymous, he or she may request that anonymity, and his/her name will not be published.
5. **Sharing Donor Information with Third Parties:** CornerHouse will not ever sell, rent, lease, or trade any donor information to any other organization at any time. Information will only be shared with a third party and only as much as is necessary, when that party is a partner to CornerHouse in fulfilling its mission.

All use of donor information is limited to purposes that fulfill the mission of CornerHouse.

6. **Removal from Lists:** Donors can ask to be removed from communication lists at any time. Requests to have contact information removed from mailing or email lists (or to provide comments or ask questions re: the CornerHouse Fund Development Program), are to be referred to the Development Director of CornerHouse.
7. **Credit Card Information:** At no time is credit card information retained in the records of CornerHouse. Credit card information may be taken over the phone by designated staff members only (Administrative Manager, Executive Director, Training Outreach Coordinator and Fund Development Director). The Administrative Manager and Training Outreach Coordinator are the only authorized persons to process the credit card. This must be completed immediately and any credit card information destroyed.