

HEARTLAND FAMILY SERVICE

GENERAL POLICIES & PROCEDURES

Donor Privacy Policy

Reviewed by Program Directors: 2/13/2020 | Approved by Leadership Team: 2/11/2020
Approved by Finance Committee: 2/27/2020 | Approved by Board of Directors: 2/27/2020

PURPOSE:

Heartland Family Service (HFS) is a leading human services agency serving east central Nebraska and southwest Iowa. Our programs provide critical human services to the individuals and families who ultimately shape the future of our community in the following focus areas: Child & Family Well-Being, Counseling & Prevention, and Housing, Safety, & Financial Stability.

HFS is a private, not for profit 501(c)(3) organization governed by a volunteer Board of Directors. As a non-profit agency we rely on private donations to fund our programs and services. HFS respects the privacy of its donors and has put in place a Donor Privacy Policy to honor these rights.

This privacy notice discloses the privacy practices for <https://heartlandfamilyservice.org>. This privacy notice applies solely to information collected by this web site.

POLICY:

Donor information

Heartland Family Service is the sole owner of the information collected on this site. HFS only accesses or collects information that is voluntarily given us via email or other direct contact from donors. HFS will not sell or rent this information to any third parties. HFS 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 e-mail 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. HFS will use donor information to respond to correspondence as necessary.

Donor Access to and Control Over Information Donors may opt out of any future contacts from HFS at any time. Unless an individual opts out, HFS may contact individuals via email in the future to announce specials, new products or services, or changes to this privacy policy.

Donors can do the following at any time by contacting HFS via the email address or phone number given on our website:

- Request information about data collected on the individual, if any
- Change/correct any data
- Request HFS to delete any data
- Express any concern regarding donor data collected

Security HFS will take precautions to protect donor information. When donors submit sensitive information via the website, donor information is protected both online and offline.

Wherever sensitive information is collected (such as credit card data), that information is encrypted and transmitted in a secure way. Donors can verify this by looking for a closed lock icon at the bottom of the web browser or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect donor information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment. Links This web site contains links to other sites. Please be aware that HFS is not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

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 ensure 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 acknowledgment 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 or employees of the organization.
- IX.** To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- X.** To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.