

Arvada Community Food Bank
Donor Privacy Policy
Approved by ACFB Board of Directors April 26, 2017

ACFB respects the privacy of its donors and has put in place a Donor Privacy Policy to honor these rights.

Donor information

The Arvada Community Food Bank (ACFB) collects and maintains the following types of donor/contact information when it is voluntarily provided to us electronically, verbally or in writing:

- Contact information such as name, address, telephone number and e-mail address
- Information about monetary or in-kind donations made to ACFB
- 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 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. This information is shared with staff, board members, volunteers and consultants only on a confidential and need-to-know basis. Records are also kept to provide donors with records of their own contributions on written request.

Security

To prevent unauthorized access, maintain donor accuracy, and ensure the correct use of information, the Arvada Community Food Bank has put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

List sharing

ACFB does not sell, rent, trade or share its donor list with any other organization. ACFB never sends out mailings on behalf of other organizations.

Discontinuing contact upon request

It is the policy of ACFB to communicate with donors according to their expressed preferences whenever possible. ACFB will discontinue or change the method used to contact any person upon that person's oral or written request directed to the organization.

ACFB shall maintain a record of all requests by persons who indicate to the ACFB, or other agents, that they do not wish to be contacted by or on behalf of the ACFB.

This policy does not prohibit contact by an third-party individual or group voluntarily soliciting on behalf of the ACFB, even if the person being contacted has requested to be placed on the "do not contact list."

Upon a person's (or a person's authorized representative's) request that the Arvada Community Food Bank discontinue further contacts or limit contacts, the person's name and address will be promptly modified in the ACFB's donor database to ensure that contact is discontinued or modified with the person. The Arvada Community Food Bank will also take steps to ensure that no further contact is made with the individual and that the person's name is removed from any external databases or records under the ACFB's control. However, ACFB does at times, utilize outside vendors who through their own methods develop contact lists. In these situations, ACFB cannot guarantee that contact may never occur.

Permanent Record: The Arvada Community Food Bank will maintain an electronic record of all requests for discontinuance of contacts, effective with the adoption of this policy by the ACFB's board of directors. Oral requests will be noted in writing by the staff of the Arvada Community Food Bank and then permanently recorded in the electronic donor database. The records of persons who have made such a request will be maintained by the Arvada Community Food Bank to the extent necessary for legal or liability purposes.

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 acknowledgement 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, employees of the organization or hired solicitors.
- 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.