



Donor Privacy and Confidentiality Policy

InterFaith Health Center (IHC) respects the privacy of its donors and prospective donors and believes that it is of paramount importance to maintain the trust and confidence of the InterFaith community, including donors, prospective donors, sponsors, partners, and volunteers. This Donor Privacy and Confidentiality Policy (“Policy”) is to provide transparency as to InterFaith Health Center’s practices, policies, and procedures for the collection, use and protection of information that is provided to InterFaith by donors and prospective donors (“Donor-Related Information”).

Confidentiality of Donor Records

Protecting the confidentiality of Donor-Related Information is an essential part of the work done within Philanthropy at InterFaith Health Center. All Donor-Related Information that is obtained by IHC is handled by Philanthropic Staff on a confidential basis except as otherwise disclosed in this Policy or except as disclosed when the information is provided to IHC. All Philanthropic Staff are expected to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of Donor-Related Information. Philanthropic Staff may share with donors, fund beneficiaries, and grantees information pertaining to their own gifts, funds, and grants.

How We Protect Donor Information

Except as described in this Policy or at the time the information is provided, we do not otherwise disclose Donor-Related Information to any third parties, and we never sell, rent, lease, or exchange personal information with other organizations. The identity of all who connect with us through our website, postal mail and email is kept confidential. The use of Donor-Related Information is limited to internal purposes, by authorized individuals, and to advance resource development efforts that require donor information, as noted above.

We have established and implemented reasonable and appropriate physical, technical and administrative safeguards to help prevent unauthorized access, maintain data security and ensure the proper use of Donor-Related Information. In particular, IHC secures the personally identifiable information provided on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When payment information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Moreover, credit card numbers are not retained by IHC once processed.

Although we have implemented reasonable and appropriate measures to safeguard against unauthorized disclosures of Donor-Related Information, our security measures may not prevent all losses and we cannot ensure that Donor-Related Information will never be disclosed in a manner that is inconsistent with this Policy. In the event security failures or disclosures

contravene federal or state laws, IHC will follow all applicable federal and state notification requirements to make you aware of what happened. IHC is not responsible for any damages or liabilities.

Publication of Donor Names

Unless otherwise requested by the donor, the names of all individual donors may be printed in IHC reports and other internal and external communications. IHC will not publish the exact amounts of a donor's gift without the permission of the donor.

Memorial/Tribute Gifts

The names of donors of memorial or tribute gifts may be released to the honoree, next of kin, appropriate member of the immediate family or executor of estate unless otherwise specified by the donor. Gift amounts are not released without the consent of the donor.

Anonymous Gifts

When a donor requests that a gift or fund be treated as anonymous, the donor's wishes will be honored.

Types of Information Collected

IHC collects and maintains the following types of donor information when it is voluntarily provided to IHC:

- Contact information, including name, organization/company affiliation, title, addresses, phone numbers, fax numbers, email addresses.
- Donation information, including amounts donated, date(s) of donation(s), and method.
- Payment information, including credit card or debit card number, expiration date, security code, billing address and other information necessary to process a donation or event registration.
- Donor requests, comments, and suggestions.

How We Use This Information

IHC complies with all federal and state laws in the use of Donor-Related Information.

We use information obtained from donors and prospective donors to maintain records of donations, to respond to donor inquiries, to comply with the law or with any legal process served on IHC, for IRS purposes, to analyze overall giving patterns in order to make more accurate budget projections, to develop strategies and present gift proposals, to issue donation acknowledgements, to understand donors' interests in our mission and to update them on the organization's plans and activities, to inform planning about who receives future fundraising appeals, to organize and promote fundraising events, and to inform donors of relevant programs and services through newsletters, notices and direct mail pieces, and to analyze our website usage.

Certain third-party contractors and service providers have limited access to Donor-Related Information in the course of providing products or services related to gift processing and

acknowledgements. Such access is subject to confidentiality obligations covering this information. Moreover, access to Donor-Related Information by these contractors and service providers is limited to the information reasonably necessary for the contractor or service provider to perform its limited function for us. For example, donations may be processed through a third-party service provider, and our donors' information will be shared with such service providers to the extent necessary to process the donation.

IHC may also use Donor-Related Information to protect against potential fraud. We may verify with third parties the information collected while processing a gift, event registration or other donation. If donors use a credit or debit card on an IHC website, we may use card authorization and fraud screening services to verify that the card information and address matches the information supplied to us and that the card being used has not been reported lost or stolen.

Removing Your Name from Our Mailing List

Donors, prospective donors and IHC patients may ask to be removed from our email, mailing, or phone lists at any time by emailing development@interfaithhealthcenter.org or calling 865-546-7330.

This Policy applies to all IHC philanthropy staff, including employees, contractors, and office volunteers. The Philanthropy Department reserves the right to amend and modify this Policy from time to time with or without notice to donors or prospective donors.