



## Donor Privacy Policy

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

### Donor Information

Citizens League collects and maintains in a donor database the following types of donor information when it is provided to us:

- Contact information such as name, address, telephone number and e-mail address
- Donation details and giving history
- Information on event registration
- Information about the donor's interests and priorities, comments and suggestions
- Records of correspondence, meeting notes, and other interactions with donors.

This confidential donation information is kept on file for audit 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.

Information concerning donors or prospective donors, including the exact amount of a gift or any other information for which there is a reasonable expectation of privacy and/or confidentiality is kept strictly confidential by Citizens League. This information is shared with staff, board members, volunteers and consultants only on a confidential and need-to-know basis.

### Online Financial Information

When donors choose to make an online donation, credit card, debit card or bank account information will be used only for this transaction through our secure online payment system. In the case of a recurring (e.g., monthly) donation or pledge, information will be retained securely and only accessed by designated staff in order to process each recurring gift. Citizens League does not retain credit card information or transmit credit card information to other parties.

Donations made to Citizens League through third-party websites such as Network for Good are processed by those websites, and funds are conveyed to Citizens League in aggregate. In such instances, personal financial information is not disclosed to the Citizens League. Citizens League will provide an acknowledgement of such gifts if a method of contacting each donor, such as an email address or a mailing address, is provided to us by the third-party website.

**List Sharing**

The Citizens League does not share, sell or exchange donor information or lists of donors or other constituents with other organizations.

**Public Donor Recognition**

Donors may be recognized through lists of donor names along with general donation amounts/categories published online or on printed reports. Donors who wish to remain anonymous and not be included in published lists of donors must state so at the time of the gift. Completion of the online donation form or donation remittance envelope or mention of name on any correspondence accompanying the donation is deemed written permission to be included in published lists of donors.

**Honor and Memorial Gift Recognition**

Honor and memorial gifts are acknowledged to both the donor and the honoree (or their family) in a timely manner using the contact information provided by the donor. Donated amounts will not be publicized without permission of the donor nor revealed to the honoree or their family. Names and addresses of donors may be included in the acknowledgement to the honoree or their family.

**Request to Change Contact Method**

The Citizens League will discontinue or change the method used to contact any person upon that person's oral or written request directed to the organization. Donors and prospective donors may opt out of being contacted via telephone, letter, or e-mail. At any time, a person can 'unsubscribe' from Citizen League's email lists simply by clicking the 'unsubscribe' button.

**Request to Discontinue Contact**

Upon request that Citizens League discontinue any further contacts, the person's record will be promptly modified in Citizens League donor database to ensure that no further contact is made with the person. Citizens League will also take steps to ensure that the person's name is removed from any external databases or records under Citizens League's control.

**Updating Donor Information**

Donors may review, correct, update or change account profile information at any time by contacting Citizens League at [info@citizensleague.org](mailto:info@citizensleague.org) or call (651) 293-0575.