

# Camp Boggy Creek Policies/Procedures

## Donor Privacy

**Purpose/Scope:** To ensure confidentiality and the privacy of Camp Boggy Creek donors whether the donation is made online, by mail, or any other method. Financial donors provide standard payment information including, in many circumstances, credit card data.

Except as required by law, all information obtained from or about donors or prospects shall be held in the strictest confidence by Camp Boggy Creek.

### **Policy/Procedural Steps:**

Camp Boggy Creek solicitors/representatives shall adhere to the Donor Bill of Rights and the Code of Ethical Standards as set forth by the Association of Fund Raising Professionals.

Camp Boggy Creek's system wide Confidentiality Agreement Policy addresses sensitive, confidential and proprietary information of all types, including donor confidentiality is reviewed annually and signed by every employee. In addition, Camp Boggy Creek has implemented the following procedures to protect and maintain donor privacy.

- Camp Boggy Creek will not release to third parties or allow third parties to copy inspect or otherwise use the Development Department records or other information pertaining to the identification of a donor or donor's gifts. No disclosures to third parties of such information, including addresses and demographic information shall be made without the donor's consent.
- Camp Boggy Creek will not sell, share or trade our donors' personally identifiable information with any other entity, except as described below.
  - Camp Boggy Creek may contract with vendors that assist with processing and managing donations and donor data. Our vendors are bound by strict confidentiality agreements and are permitted to use donor data only to support Camp Boggy Creek operations.
- Camp Boggy Creek will not send mailings to our donors on behalf of other organizations, unless a donor has given us specific permission to do so.
- The Development Department will comply with legal and/or public disclosure requirements for non-profits, including the open availability of its Form 990 tax returns.
- Data Collection:
  - Camp Boggy Creek will respect the privacy of every visitor to our website, social media, mobile applications, Camp tours, and events.
  
  - Camp Boggy Creek will collect information about our online visitors both directly from our visitors and indirectly from other companies that provide data

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- to us. This information is used to communicate with our supporters and volunteers and process their transactions.
- Camp Boggy Creek shall protect the security of credit card transactions. Credit card donations are processed through an on-line FirstData Payeezy© portal into our merchant services account. Immediately following processing the credit card information is purged. No physical credit card numbers are kept on file.
  - Camp Boggy Creek does not sell or trade any donor data or mailing lists with other organizations
  - Donors or prospective donors using the website or apps to make financial contributions, register for a special event, and sign up to volunteer will be asked for address, email, phone number(s), and other information, as well as a request to submit standard credit card information to make a financial donation, pay for an event ticket or to participate in an event where relevant.
  - Donor Information:
    - Personal information given through a visit to Camp's website, social media, or during Camp tours and events may be used by Camp to inform and communicate information about Camp programs, events and activities.
    - Donor information will be entered into our donor database system, Raisers Edge to provide information about Camp programs and events, solicit donations, and/or communicate online.
  - Donor Requests:
    - A donor's request to restrict the number of mailings/appeals or to be removed from mailing lists and/or other communications will be honored.
    - A donor's request to be anonymous, to be excluded from any public recognition on donor walls or name listed in print publications will be honored