

**Subject Area**  
Board Activities

**Topic**  
Donor Privacy Policy

**Policy**

Every director, officer, employee, Committee or Team member or chair, or volunteer of Habitat for Humanity of Ventura County that has access to any donor's financial, private or confidential information, or any personally identifiable information of any other director, officer, employee, Committee or Team member or chair, or volunteer of Habitat for Humanity of Ventura County, shall respect and maintain that information and shall not disclose it without prior express consent. Additionally, Habitat for Humanity of Ventura County has adopted a Donor Confidentiality Policy and Bill of Rights, attached.

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**Accountability**

Habitat for Humanity of Ventura County Board of Directors, Staff, Committee and Team Chairs and Committee and Team Members

**Purpose**

To ensure the confidentiality and protection of personally identifiable, sensitive, and confidential information of Habitat for Human Ventura County donors.

**Procedure**

Habitat for Humanity of Ventura County collects personally identifying information on its donors. Personal identifying information includes name, address, tax identification number, and credit card or bank account information. This information is stored in a secure and password protected database; hard copy files are locked in a secure cabinet in a private office. Access to the database and files is restricted to staff members, volunteers, or Board Members who are using the information for donor campaigns or to acknowledge and thank donors. The personal identifying information is returned to the HfHVC office for safekeeping when not in use.

**Donor Confidentiality Policy and Bill of Rights**

Habitat for Humanity of Ventura County subscribes to the **Donor Bill of Rights** of the Association of Fundraising Professionals and does not, therefore, share, loan, trade, rent or sell their donor list to any other non-affiliated organization. The information collected is used only to communicate with donors or potential donors and to evaluate giving information programs.

Anyone requesting it will be removed from the mailing and contact lists. Donors or others wishing to be removed, may do so by calling 805-485-6065 or by e-mail at [info@habitatventura.org](mailto:info@habitatventura.org).

**The 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, HFHVC declares 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.

Your privacy on the Internet is important to us. As part of HFHVC's operation, we may gather certain types of information about users of the Site, and we would like to explain the types of information we gather, what we do with it and how to correct or change the information.

#### Information Collected By HFHVC

HFHVC collects two types of personally identifying information from users: personal data (such as names and e-mail addresses); and aggregated data (such as information about traffic patterns on the Site, or how many users log into the Site on a daily basis).

#### Personal Data

Personal data is collected when users provide personal data to HFHVC, for example by registering through the Site and donating funds. The personal information that you provide must be true, accurate and complete and all registration details (where applicable) must contain your real name, address and other requested details.

#### Aggregated Information

Aggregated information, such as information on traffic patterns within the Site, is collected through various methods.

#### IP Addresses

We collect IP addresses through the Site. An IP address is a number that is automatically assigned to your computer whenever you're surfing the web. Web servers, the computers that "serve up" web pages, automatically identify your computer by its IP address, and when you

request a page from the Site, our servers log your IP address. The Site does not link IP addresses to anything personally identifiable, so although your session will be logged, you will remain anonymous to us.

### Use of Cookies

HFHVC also uses “cookies” to collect information. A cookie is a small data file that most major web sites write to your hard drive for record keeping purposes when you visit them. Cookies allow us to measure activity on the Site and to improve your user experience, for example by remembering your passwords and viewing preferences. Cookies are used by HFHVC to measure activity on the Site and make improvements and updates based on which areas are popular and which are not. HFHVC does not use cookies to retrieve information from your computer. We will make available cookies, containing non-personally identifiable information such as IP address and pages viewed, regarding your activity on the Site to certain third party providers with whom we work, in order to show advertisements relating to this Site that may be of interest to you.

Most browsers are initially set to accept cookies. If you'd prefer, you can set yours to refuse cookies or to alert you when cookies are being sent. However, it is possible that some parts of the Site will not function properly if you do so.

### Use of Information Collected by HFHVC

HFHVC uses both the personal and aggregated information we collect for multiple purposes. The information is used to improve the content of the Site, to customize the content and/or layout of the Site for each individual user and to notify users about updates to the Site or promotional offers or opportunities that we believe will be of interest to you. We may send you solicitations for donations or invitations to fund-raising events. As applicable, we will share credit card information with financial institutions as needed to process donations made through the Site.

HFHVC may share aggregated information with third parties for both advertising and promotional purposes.

Upon registration through the Site, we may send you periodic e-mails on a variety of topics. You may elect during registration to receive these e-mails, and you may start or stop receiving such e-mails at any time by sending an e-mail to [info@habitatventura.org](mailto:info@habitatventura.org). HFHVC will not share your e-mail address with third parties.

HFHVC may also share information with consultants and affiliates for internal business purposes and may divulge personal information if such information is subpoenaed, or if HFHVC believes that any user has committed unlawful acts, acts that endanger the health or safety of another user or of the general public. In some situations, we will share your personal information, on a confidential basis, with third parties who perform a particular service on our behalf, such as sending e-mails. Also, HFHVC reserves the right to sell customer information in connection with its merger, acquisition, sale or bankruptcy.

### Open Forums

Message boards and chat rooms may be available to visitors of the Site. The forums will identify visitors as requested by the visitor. Please remember that any information you disclose in these

areas becomes public information. Accordingly, you should always exercise caution when deciding to disclose personal information.

### Links to Other Sites

It is important to note that HFHVC contains links to sites other than [www.habitatventura.org](http://www.habitatventura.org), and that those sites may not follow the same privacy policies as HFHVC. These sites may send their own cookies to you, and may collect data and make uses of it that HFHVC would not.

### Privacy Protection Procedures

Protecting your information is important to us. We have implemented appropriate physical, technical and organizational measures, such as using industry-accepted encryption for transmission of credit card information, to help keep your information secure, accurate, current, and complete. In addition, all HFHVC agents and contracts with access to personal information obtained on the HFHVC website are bound to adhere to this policy as part of their contract with HFHVC.

HFHVC protects your personal information in a variety of ways. For certain services, such as our online forums, only minimal personal information is required, such as email addresses. In addition, personal information provided to our donations sites is encrypted. We also protect that account information by placing it on a secure portion of our site that is only accessible by authorized personnel. In addition, IP addresses are not linked to personally identifiable information.

HFHVC secures its web server architecture through a number of means, including a firewall; closing of non-essential or high-risk services; encryption of user passwords, and secure storage of all backup information. In addition, HFHVC conducts regular security reviews of the hardware and software powering the site and makes the appropriate upgrades when required. All hardware access is limited to authorized personnel who must pass through a variety of security measures to access the system. Vendors who have access to the servers are aware of the security restrictions and follow the appropriate protocols to maintain the security of the system.

Unfortunately, no transmission of data over the Internet is guaranteed to be completely secure. It may be possible for hackers or other third parties not under the control of HFHVC to intercept or access transmissions or private communications unlawfully. While we strive to protect your personal information, HFHVC cannot ensure or warrant the security of any information you transmit to us. Any such transmission is done at your own risk.

### Additional Information

This privacy policy is personal between you and us, and no one else shall be deemed a third party beneficiary of this policy.

USE OF THIS SITE SIGNIFIES YOUR AGREEMENT TO THE TERMS OF USE AND THIS PRIVACY POLICY. HFHVC reserves the right to change this policy at any time. Since any changes will be posted on this page, we encourage you to check this page regularly. Your continued use of the Site will constitute your acceptance of such changes. If you have any further questions regarding this privacy policy or the use of your personal information under this privacy policy, you can contact us at the following postal address: