



# WOUNDED WARRIOR HOMES

*Helping Those Who Protect Our Freedom*

## Donor Privacy Policy

### **DONOR INFORMATION**

Wounded Warrior Homes collects and maintains the following types of donor information when it is voluntarily provided to us:

- Contact information such as name, address, telephone number and e-mail address
- Giving information
- 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 for IRS 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. This information is shared with staff, board members, volunteers and consultants only on a confidential and need-to-know basis.

Wounded Warrior Homes utilizes donors' personal information such as names, mailing addresses and email addresses only for purposes of donor acknowledgement and/or when an individual voluntarily provides this information and opts to join our mailing list.

Visitors to the Wounded Warrior Homes Web site remain anonymous. Wounded Warrior Homes does not require visitors to register or provide personal information to view the site. There are instances when site visitors are asked for additional information in order to provide requested services. For example, information will be requested when making an online donation to Wounded Warrior Homes so that the gift may be properly processed and receipted. Wounded Warrior Homes' online donors choose the personal information that Wounded Warrior Homes receives and can opt to remain anonymous. All credit card transactions are conducted over a secure server.

### **LIST SHARING**

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

## **DISCONTINUING CONTACT UPON REQUEST**

It is the policy of Wounded Warrior Homes to communicate with donors according to their expressed preferences whenever possible. Wounded Warrior Homes will discontinue or change the method used to contact any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent.

Wounded Warrior Homes shall maintain a record of all requests by persons who indicate to the Wounded Warrior Homes, its professional fundraiser, or other agents, that they do not wish to be contacted by or on behalf of the Wounded Warrior Homes.

This policy does not prohibit contact by an individual or group voluntarily soliciting on behalf of the Wounded Warrior Homes, 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 Wounded Warrior Homes discontinue further contacts, the person's name and address will be promptly modified in the Wounded Warrior Homes' donor database to ensure that no further contact is made with the person. The Wounded Warrior Homes 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 Wounded warrior Homes' control.

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

Wounded Warrior Homes welcomes comments and questions about this policy. Please contact us directly in writing if you wish to review any personal information that has been collected and/or request corrections. We are committed to protecting your personal information, and will make every reasonable effort to keep that information secure.

## **DONOR BILL OF RIGHTS**

Wounded Warrior Homes subscribes to the Donor Bill of Rights, which was created by the Association of Fundraising Professionals (AFP), the Association for Healthcare Philanthropy (AHP), the Council for Advancement and Support of Education (CASE), and the Giving Institute: Leading Consultants to Non-Profits.

### **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, 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.