

## COMMITMENT TO DONORS

### EARLY LEARNING COALITION OF HILLSBOROUGH COUNTY (ELCHC) DONOR POLICY

ELCHC believes in safeguarding personal information and ensuring that privacy is respected and protected for donors, all youth, volunteers, vendors and community partners. We will use personal information to keep donors, friends, vendors, volunteers and community partners informed of our activities, including our programs, special events and funding needs. We respect all requests to remain anonymous. We will always provide an “opt-out” procedure for donors and others who receive such materials to request that their names be deleted from similar mailings, phone calls, faxes or electronic communications in the future. Donors, friends, volunteers and community partners may contact ELCHC at any time, and we will gladly accommodate your preferences. Individuals may choose to opt out of electronic communication including emails and faxes. Individuals may also request that their record be flagged as “Do Not Call.” ELCHC will honor all or a combination of these “opt out” preferences.

### DONOR INFORMATION

**Collection of Data:** ELCHC collects personal data through event registration, email subscription, online donation services, postal mail, wire transfer, phone and other electronic means. We only collect this information when users submit it voluntarily or through ELCHC’s website. If a user prefers not to submit such information online, they may contact ELCHC to determine an appropriate channel to transmit this information.

- We may collect a person’s first name, last name, email address, company, position, secondary email address, address, city, state, zip code, and phone numbers (home, work, or mobile). We may collect event-specific information pertaining to a person’s attendance, corporate affiliation, meal preferences and guests.
- We may collect the provided name and email of a spouse, contributor or foundation to facilitate the recognition for a gift. This confidential information is kept on file for IRS purposes.
- ELCHC complies with CANSPAM, and at any time donors, volunteers, alumni and friends may “opt- out” or be removed from our contact lists and can unsubscribe to emails. ELCHC will discontinue contact with any person upon oral or written request. For questions regarding our privacy policy or to make an “opt-out” request, please feel free to contact us at:

**Early Learning Coalition of Hillsborough County**

Administrative Office  
6302 E Dr. MLK Jr. Blvd Suite 100  
Tampa FL 33619  
Phone: 813-515-2340

- ELCHC will maintain an electronic record in our database of all requests for discontinuance of contacts. Oral requests will be recorded in writing by ELCHC staff and will then be permanently recorded in the electronic donor database.

**Storage of Data:** Donor information is maintained in a password-protected, secured database. Only authorized personnel have access to this information and only for appropriate business purposes. This information is shared with board members and authorized staff, only on a confidential and need-to-know basis.

**Sharing of Data:** We respect our donors' choices and control over their information. You, as a donor, may at any time have your name excluded from any donor list exchange activity. To ask that your name be excluded from list exchange activity or to otherwise change how ELCHC contacts you, please email us at [communityrelations@elchc.org](mailto:communityrelations@elchc.org)

**Online Security:** ELCHC is compliant with the Payment Card Industry Data Security Standard (PCI DSS). This is a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment. Essentially, this includes any merchant that has a Merchant ID (MID).

- The PCI DSS is administered and managed by the PCI SSC ([www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)), an independent body that was created by the major payment card brands (Visa, MasterCard, American Express, Discover and JCB). It is important to note that the payment brands and acquirers are responsible for enforcing compliance, not the PCI council. A copy of the PCI DSS is available [here](#).
- Efforts are made to protect card numbers at all times. ELCHC does not store credit card numbers, and credit card refunds are processed manually and under strict guidelines.

## DONOR BILL OF RIGHTS

This Bill of Rights 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. ELCHC believes in and upholds this Bill of Rights in all donor interactions.

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.

**CHANGES TO THIS DONOR POLICY**

ELCHC may revise this Privacy Policy at any time by updating this posting. Please consult this Privacy Policy regularly.