

## **BVMI DONOR PRIVACY POLICY**

Bergen Volunteer Medical Initiative is committed to protecting our donors' privacy. Our donors expect that we will use their support wisely. They also place their faith and trust in us concerning the personal information that they may share when making a gift. We value our donors' trust and we recognize that maintaining this trust requires us to be transparent and accountable to our supporters and the public at all times. An organization that deals with individuals and information about individuals in its daily operations and fundraising activities must secure that information. This policy will help ensure that all personal information is properly collected, used only for the purposes for which it is collected, and is irretrievably disposed of in a secure and timely manner when it is no longer needed.

In this Policy, "personal information" means information that is recorded in any form, both fact and opinion and that can be used to distinguish, identify or contact a specific individual. It does not include publicly obtainable information such as names, addresses and telephone numbers. "Donor" refers to any individual or organization that contributes funds, securities or property to BVMI. For purposes of this policy, "Employee" describes both paid and volunteer workers for BVMI.

It is vital for BVMI to have knowledge about its supporters and those people who provide the necessary funding to advance our mission. In order to be successful during a campaign, strong donor relationships must be established and cultivated. Information is the key to any relationship. Due to the sensitive nature of personal information disclosed by a Donor or obtained by BVMI, BVMI shall at all times abide by this Policy.

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### **Accountability**

BVMI and its employees are responsible for all Donor personal information in our possession. BVMI shall establish, maintain, and revise practices and procedures to ensure compliance with this Policy. Every reasonable precaution shall be taken to protect and preserve the confidentiality of our Donors' personal information. All employees, agents and authorized service providers are individually required to safeguard each individual Donor's personal information. Any outside contractors or third party service providers are selected with due care and must abide by this Policy. External service providers shall be required to agree to protect any personal information of Donors, use it for only the purposes set out in the scope of the contract with BVMI, and to not keep the personal information on file.

Donors may notify BVMI of a privacy-related issue or grievance by contacting the Executive Director. We will provide information about our privacy procedures and investigate the complaint. If a problem is discovered during the review, we will take all appropriate steps to revamp our policies and procedures if necessary.

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### **Use and Disclosure of Personal Information**

BVMI collects, uses and discloses personal information only for certain purposes that are identified to the Donor. We may use it to establish and manage our relationship with a Donor, as well as providing requested information. Personal information can also help us understand a Donor and identify preferences and expectations. The main uses will involve raising money to reach our campaign goals and to process gifts and return appropriate receipts. To publicly recognize and thank them for their generosity, we occasionally release a list of our Donors. In such cases, other organizations and third parties will have access to our Donor names and in some cases donation amounts.

BVMI holds special events to create publicity for our organization, thank supporters, and raise funds. At some of these events Employees may obtain personal information. If so, Donors will be advised of this fact and the information related to the event will be disposed of properly when it is no longer needed.

We collect Donor information for internal use only, and just to the extent required for our purposes. We obtain relevant personal information about Donors lawfully and fairly.

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### **Sharing or Selling of Personal Information**

BVMI does not sell, trade or rent the information and contents of active Donor files to others. BVMI will not share Donor e-mail address with third parties.

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### **Donors' Consent**

BVMI only uses and discloses personal information with specific Donor permission. Donor permission can be in writing or implied, either verbally and/or electronically. Once that permission is given, a Donor may withdraw permission to collect, use, and disclose personal information at any time by giving BVMI reasonable notice, subject to legal or contractual obligations. When a Donor has communicated to BVMI a desire to opt out of the disclosure of his or her information, BVMI will not include the Donor's data to another organization or third party.

Donors who wish to avoid any public recognition may inform BVMI when making a pledge or gift. The option to remain anonymous shall be made available to Donors by BVMI and its appropriate employees. This request for anonymity shall be honored by BVMI until the Donor informs us otherwise.

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### **Custody and Care of Personal Information**

The personal information in our possession shall be kept accurate and up-to-date. Donors may always correct their personal information if they believe that our records are not correct. If a Donor feels that any of our information about them is inaccurate or incomplete, the Donor has the right to ask us to change it or delete it. If a Donor's personal information is wrong in any way, BVMI will make the required changes.

BVMI operates under the assumption that any Donor or Donor prospect has the right to review his or her record maintained by our organization. Donors may request in writing to see personal information about them that is in the possession of BVMI. Donors also have the right to know how the information is obtained and used. We will respond to Donor requests within a reasonable time (within 15 days or less) by either providing copies of the documents or access to the information. BVMI will generally respond at no charge to the Donor, but depending on the nature of the request and the amount of information requested, we reserve the right to charge a reasonable amount. In some situations, BVMI may not be able to provide access to all the personal information held on a Donor. Exceptions will be limited and specific as permitted or required by law, and the reasons for non-disclosure shall be communicated to the requesting party.

BVMI will keep Donors' personal information only as long as it is necessary to satisfy the purposes for which it was obtained, or as legally required. Access to Donor file materials containing personal information is restricted to BVMI Employees and authorized service providers who need it to do their jobs.

BVMI has established appropriate technical, physical and organizational security procedures to protect Donors' personal information against loss, theft, unauthorized use, disclosure, or modification. These procedures will be monitored and reviewed at least annually and when needed to ensure their continued effectiveness. The safeguards employed by BVMI include, but may not be limited to, the use of limited access storage areas, locked files, and the use of encryption, secure servers, and computer workstation passwords. Appropriate measures will be undertaken when personal information is destroyed in order to prevent access or inadvertent disclosure to any unauthorized parties.

Approved by the BVMI Board of Trustees  
March 24, 2016