



## Donor Privacy Policy

**PURPOSE:** Cancer Support Community Los Angeles (CSCLA) is committed to respecting the privacy of our donors. We have developed this privacy policy to inform donors of the way donor information is used, to ensure our donors that donor information will not be shared with any third party, and to provide donors with the opportunity to remove their names from our mailing lists.

**Information Collected:** The following types of donor information are collected and maintained by CSCLA:

- Contact Information: name, spouse name, business name, complete address (business and home), phone number, email address;
- Payment Information: check or credit card number and expiration date, and billing information such as address, name on credit card, and signature are stored via hard copy files and, in some portion, via our database system, eg addresses and names; however, credit card info is not stored in our main database, only in certain systems that are used expressly for the purpose of special events;
- Information concerning how donors heard about CSCLA;
- Information donors wish to share: questions, comments, suggestions;
- Donors' preferences on receiving periodic updates: e.g., to individuals who request it, we will send periodic mailings related to specific fund-raising appeals, annual reports, newsletters, and e-newsletters.

### How Information is Used:

CSCLA uses donor information to understand donor needs and provide donors with better service. Specifically, CSCLA uses donor information to complete a transaction, send a thank you letter and tax receipt, and update donors on CSCLA happenings. Credit card numbers and checks are used only for donation or payment processing. All contributions are stored in locked cabinets with access limited to the personnel necessary for processing gifts before sending to the bank, in the case of checks. We use the comments donors offer to provide donors with

information requested, and we take seriously each recommendation as to how we might improve communication. With each contribution, donors are given the option to remain anonymous. Donors who indicate an anonymous preference will be listed as “Anonymous” in the newsletter lists of contributors.

**Sharing of Personal Information:** CSCLA will not sell, rent, or lease donor personal information to other organizations. We assure our contributors that the identity of all our donors will be kept confidential. Use of donor information will be limited to the internal purposes of CSCLA and only to further the activities and purposes of CSCLA.

- **Tributes: Gifts Given in Honor or in Memory of an Individual:**

CSCLA will send an acknowledgement letter if instructed to do so by the donor when a gift is made in honor or in memory of an individual. This acknowledgement letter provides the name and address of the donor who has made the gift but under no circumstances is the amount of the gift released in the acknowledgement letter.

- **Fundraising Events:**

CSCLA recognizes the contributions of outstanding individuals each year by honoring these respected members of our community at our annual fundraising dinner and luncheon. The names and addresses of donors who give gifts in honor of these individuals are shared with the honoree leading up to and after the event.

Often, event or other sponsors are recognized in our newsletters, e-newsletters, on our website, and at specific events as a way to thank them for their contribution. Sponsors are made aware of this recognition prior to receipt of their sponsorship dollars.

Selected photographs of donors who participate in our fundraising events are published in our semiannual newsletters and on our website. Donors who prefer not to have their photograph printed in our newsletter or published online should inform CSCLA of their preference.

**Removing Names From Our Mailing List.** It is our desire to not send unwanted mail or email to our donors. Donors should contact us to be removed from our mailing lists at 310-314-2555.