



POLICY ON SOLICITATIONS AND DONOR PRIVACY

Background

SAVE is a non-profit, mission driven agency. SAVE relies on its donors, contributors, and customers for financial support, operating funds, and programs. SAVE is deeply committed to and thankful to all donors and contributors who have and continue to support SAVE. It is with this level of regard to SAVE's donors that this Policy on Solicitations was developed.

Intent

It is the intent of SAVE to have various policies and procedures of operation for the protection of SAVE and the public, as well as to maintain compliance with federal, state, local, and organizational laws and regulations. SAVE's Policy on Solicitations is one of these such policies written to comply with the above.

Policy

It is the policy of SAVE to ensure that any and all donors, donations, funders, contributors, etc. be made aware of the following:

- SAVE is a non-profit agency;
- Donations to SAVE, regardless of their origination, are made voluntarily and without any undue force, coercion, promise, or otherwise;
- SAVE does not and will not engage in any practice whatsoever that might be perceived or understood as threatening, intimidating, or in any manner coercive;
- SAVE understands that some past and/or current donors no longer wish to be contacted by SAVE or it's representatives and, as a result, will take the appropriate and necessary steps to remove those individuals, groups, organizations, etc. from SAVE mailing or calling lists upon that persons, groups, or organizations oral or written request;
- That when and if SAVE employs the use of a professional fundraiser or similar agent, that fundraiser or agent will be made aware of SAVE's Policy on Solicitations.
- SAVE utilizes donor's personal information such as names, mailing address, telephone number and email address for purposes of donor acknowledgement, or future contact to provide information about programs and events and request contributions.
- SAVE may collect your name, email address and other contact information if you register for an event.
- All gifts provided by donors who wish to remain anonymous are entered into SAVE's database as anonymous gifts.
- SAVE does not sell, redistribute or share personal donor information outside of the organization.

- SAVE will provide a secure environment for collecting donations online through a secure server. Any transactional data we collect is secure and protected against unauthorized access with the use of digital certificates. The SSL software encrypts all information a donor inputs before it sends it to us. Credit card numbers received for phone orders or on donor cards and envelopes will be shredded or in some cases - blacked out on the donor card before filing. Information entered into QuickBooks or the database will not include credit card information. SAVE maintains PCI-DSS compliance and utilizes a third party payment processor on our event and donor platforms. Credit card information is not kept within those databases.
- To protect against potential fraud, SAVE may verify with third parties the information collected in the course of processing event registrations and donations. Processing credit or debit cards on the website or over the phone may be verified for fraud screening services insuring information and address matches and the card used had not been lost or stolen.
- Donors have the right to review information that we have collected by requesting in writing to Suicide Awareness Voices of Education, 8120 Penn Avenue S, Ste. 470, Bloomington, MN 55431.

Procedure

1. SAVE will make its Board members, staff and volunteers aware of its Policy on Solicitations.
2. As products are ordered (for example return envelopes), SAVE will add appropriate language to its written documents indicating the Policy and inquiring of those individuals or groups who wish to be removed from future contacts by SAVE.
3. SAVE will annually publish a version of this Policy, and at all times make it available to the public upon written request, so that the public is aware of its existence and SAVE's dedication to protecting its funders.
4. SAVE will designate a staff member to monitor compliance with the Policy and ensure removal of donor's names from databases, mailing, and calling lists as needed.

SAVE reserves the right to change this Policy from time to time. We will note the last update at the bottom of this Policy.

Action Items

Policy written on January 23, 2005.

Policy distributed to Board of Directors on January 26, 2005.

Board reviewed, discussed and approved Policy on January 26, 2005.

Board reviewed, revised and approved Policy on January 23, 2013.

Board reviewed and approved Policy on March 28, 2018.