



## **Donor Privacy Policy**

### **SCOPE**

This procedure applies to all Chimp Haven staff, board of directors, interns, volunteers or anyone else who may be directly involved with or privy to donor information such as names, addresses, telephone numbers, banking account numbers or credit card account numbers.

### **POLICY**

Chimp Haven is committed to protecting the privacy of the personal information of its supporters. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat personal information that is shared with us.

Anyone from whom we collect information should expect that it will be carefully protected. Personal information gathered by the organization is kept in confidence. Personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) it was obtained. We take measures to ensure the integrity of this information is maintained and to prevent its being lost or stolen. We do not discuss personal information or donations with others outside of the organization. We do not sell or rent donor information.

### **PROCEDURE:**

#### Definition of Personal Information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's name, address, email, financial information such as banking or credit cards, opinions or beliefs, and other facts related to the individual. Business contact information and certain publicly available information such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information. However, we still do not sell or rent business information including names, addresses, donations, etc.

Safeguards are in place to ensure that the information is protected and is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. To prevent theft, loss, or unauthorized access to personal information, Chimp Haven takes the following measures to secure information.

#### Security Measures:

- All hard copy files containing personal donor information are stored in locked filing cabinets or within a secure room.
- Our records retention procedures designate proper disposal such as shredding for files that include credit card information.

- Credit card numbers are never stored whether in paper form, digital form, or within the donor database.
  
- All staff members sign a statement promising to maintain confidentiality of all personal information to which they are privy at Chimp Haven. Individuals involved in processing donor information have custodial responsibility to protect its confidentiality while in their possession.
- Hard copy files of personal information that are being processed must be locked in a safe or locked filing cabinet when they are not being used.
- Credit card information, if it must be written down, is blacked out or shredded after the card is successfully processed.
- The individual processing personal financial information will always log out of Chimp Haven's secure database before leaving his or her desk.
- An individual copying financial records (checks or credit card information) on a copier machine may not leave the area of the copier under any circumstance until all of the records are in his or her possession and returned to a secure area.
- The offices where personal information files are stored or processed have restricted access. Those offices have door locks that are only accessible by designated management.
- Those not responsible for directly processing personal donor information are only given need-to-know access to those records.
- If an outside supplier, such as a mail house or data processing company, assists Chimp Haven with fund raising or donation processing, they will be asked to sign a contract with a confidentiality and nondisclosure clause.
- All electronic transactions requiring donors to submit personal information are encrypted and completed on a secure server.
- Electronic records are restricted only to those whose jobs require access to them. Those individuals follow these protocols:
- Workers do not leave their work station without closing access to all data files pertaining to personal donor information.
- They do not submit data over the internet that includes donor financial records, except at donor's request.

This document will be made readily available to any donor requesting information about the measures Chimp Haven takes to assure information security.