

DONOR PRIVACY POLICY

Hands of Hope Resource Center has adopted this privacy policy to outline our commitment to protection of any personally identifiable and confidential information collected in the course of business. Hands of Hope Resource Center, Inc. will provide a secure environment for collecting donations and maintain internal controls governing the safekeeping of all confidential donor financial and personal information.

Hands of Hope Resource Center collects personally identifiable and confidential information through acceptance of in-kind, cash, check and online donations. Personally identifiable information is collected and used on a transaction by transaction basis. Donor name, address and e-mail address may be used internally to solicit additional donations as part of fundraising campaigns and distribute educational materials, including a monthly newsletter, that support the agency's mission.

We do not share information with third parties for marketing or fundraising purposes. Hands of Hope Resource Center has adopted appropriate "opt-out" policies and procedures if a person prefers to be excluded from correspondence from the agency. E-mail communications are managed via a third party vendor to ensure compliance with contact preferences. This policy is available upon request.

Access to personally identifiable and confidential information is internally restricted. Financial records may be shared with external accountants in accordance with agreed upon audit procedures and with other third parties that we hire to support operations including technology services, web hosting, e-mail hosting and e-mail contact services. Vendors have access to information necessary to perform their contractual duties and are asked to sign confidentiality agreements based on the level of information to which access is needed.

Hands of Hope Resource Center, Inc. uses an external 3rd party vendor to collect online donations via credit card. No credit card information is ever received by our agency from the third party, and the agency does not accept credit cards directly for any purpose.

Hands of Hope Resource Center uses Heartland: A Global Payments Company for a secure payment system. Despite these security measures, Hands of Hope Resource Center cannot absolutely guarantee that the credit card data will be secure, and Hands of Hope Resource Center is not liable for information donor shares with others.

This policy applies to our website, www.handsofhope.net, collects general browsing information, including IP addresses. No confidential information is collected or stored. Web browsing information is used only for analysis of general activity, is not shared with third parties and not used to contact individuals that have visited our website. Links to external resources are included on our website. The privacy policy for each of these resources should be referenced for additional privacy information.

Our website is not designed to attract children under the age of 13. Hands of Hope Resource Center does not knowingly collect web information from children under the age of 13. Please contact the Executive Director if you have concerns related to data potentially collected for a child under the age of 13.

Please contact the Executive Director at (320) 632-1657 for any questions regarding our privacy policy.

Changes may be made to this policy periodically. Please check our website for the most current version.

Privacy Policy effective February 2015.