

Donor Privacy Policy

Big Brothers Big Sisters of Central Arizona believes in safeguarding personal information and ensuring that donor privacy is protected. We will use your personal information to keep you informed of our activities including our programs, special events and funding needs. We respect all donor requests to remain anonymous. We will always provide an “opt-out” procedure, for donors and others who receive such materials to request that their names be deleted from similar mailings, faxes or electronic communications in the future. You may also contact BBBSAZ at any time and we will gladly remove your name from our mailing list.

Sharing of Donor’s Information

- **BBBSAZ will not sell, trade, rent or exchange** its donor list and donor’s personal information with any other organization.
- BBBSAZ will not sell, trade, or exchange any donor lists from any Big Brothers Big Sisters affiliate.

Collection of Data

We collect personal data through event registration, email subscription, online donation services, postal mail, phone and prospecting research. We only collect this information when users submit it voluntarily. If a user prefers not to submit such information online, they may contact BBBSAZ to determine an appropriate channel to transmit this information.

- From these services, we may collect your first name, last name, email address, company, position, secondary email address, address, city, state, zip code, and phone numbers (home, work, or mobile). We may collect event-specific information pertaining to your attendance, meal preferences and guests. We may collect the name and email of a spouse, contributor or foundation that you provide to receive recognition for a gift. This confidential information is kept on file for IRS purposes.
- At any time donors may “opt- out” or be removed from our mailing lists. BBBSAZ will discontinue contact with any person upon oral or written request. Write: Big Brothers Big Sisters of Central Arizona, Attn: Development Department 4745 N 7th Street, Suite 210 Phoenix, AZ 85014 or email us at donate@bbbsaz.org

If you have any questions about Big Brothers Big Sisters of Central Arizona (BBBSAZ) or our privacy policy, please feel free to contact us at:

Big Brothers Big Sisters of Central Arizona

4745 N 7th Street, Suite 210

Phoenix, AZ 85014

Phone: (602) 393-4120 Email: kstaley@bbbsaz.org

- BBBSAZ will maintain an electronic record in our database of all requests for discontinuance of contacts. Oral requests will be recorded in writing by BBBSAZ staff and will then be permanently recorded in the electronic donor database.

Storage of Data

- Donor information is maintained in a password protected, secured database. Only authorized personnel have access to this information and only for appropriate business purposes. This information is shared with board members and authorized staff, only on a confidential and need-to-know basis.

Online Security and Enforcement

BBBSAZ utilizes the following online security measures:

- BBBSAZ will use commercially reasonable means to protect personal information from loss, misuse, alteration, or unauthorized disclosure by encrypting relevant data which you provide us using encryption tools, and by requiring employees with access to personal data to comply with our privacy policy.
- We operate secure data networks protected by industry standard firewall and password protection systems. Our security and privacy policies are periodically reviewed and enhanced as necessary. Only authorized individuals have access to the information provided by our donors.
- **Cookies** – “Cookies” may be used in connection with this site. A cookie is a small amount of identifier data that is sent to your browser from a web server and stored on your computer’s hard drive. By using cookies, information is potentially collected without your express knowledge. Most browsers are initially set to accept cookies but permit you to change the setting to refuse cookies or to be alerted when cookies are being sent. While refusal to accept cookies will not prevent the use of some portions of this site, other portions of this site may not function properly without cookies. BBBSAZ also uses “cookie” messages to automatically help provide better services. They indicate your preferences for our website based on what you’ve done and told us before. The “cookie” is placed in your computer and is read when you come back to our website. You can reject cookies or cancel them by instructing your Web browser accordingly.
- **IP addresses**- BBBSAZ may also collect IP addresses, domain names, and similar items regarding users of this site to measure the number of visits, pages visited, average time spent

on this site, and similar items. BBBSAZ may also use IP addresses to diagnose problems with our server, to administer our website and for statistical metrics used to track website visitor traffic.

- **Credit Cards**– BBBSAZ is compliant with the Payment Card Industry Data Security Standard (PCI DSS), a set of requirements designed to ensure that companies that **process, store or transmit** credit card information maintain a secure environment. The PCI DSS is administered and managed by the PCI SSC (www.pcisecuritystandards.org), an independent body that was created by the major payment card brands (Visa, MasterCard, American Express, Discover and JCB.).

It is important to note, the payment brands and acquirers are responsible for enforcing compliance, not the PCI council.

- Big Brothers Big Sisters of Central Arizona (BBBSAZ) is committed to complying fully with the Children’s Online Privacy Protection Act of 1998. BBBSAZ does not intend to collect personal information from children under the age of 13. While we encourage children to visit our site and learn more about our programs, we recommend, however, that parents approve and closely supervise the activity of their children at this and all other online sites. We urge children to check with their parents before entering information on any website and we urge parents to discuss with their children restrictions regarding the online release of personal information to anyone they don’t know.

Annual Report

BBBSAZ publishes a list of the names of donors in an annual report. Options for anonymous giving and “op-out” selections are available. Please contact BBBSAZ for these requests.

Privacy Enforcement with vendors

- The sharing of data is prevented by contract stipulations that are present in contracts between BBBSAZ and our vendors. We do not authorize these service providers to use or disclose the information except as necessary to perform services on our behalf or to comply with legal requirements.
- BBBSAZ may also occasionally ask users to complete surveys for research purposes. There also may be services on our website that require you to fill out an online form or send BBBSAZ an e-mail message in order to utilize these services. BBBSAZ collects any information that you provide in such circumstances, including any personal information.

Privacy Policy Modifications

This policy was last updated in September 23, 2015.

