

Big Brothers Big Sisters of Central Arizona

Donor Privacy Policy

Addendum 6

Big Brothers Big Sisters of Central Arizona (BBBS) believes in safeguarding personal information and ensuring that donor privacy is protected. We will only use donor's personal information to keep them informed of our activities including our programs, special events and funding needs. Because we respect all donor requests to remain anonymous, BBBS 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 or electronic communications in the future. Donors may also contact BBBS at any time and their names will be promptly removed from the applicable mailing list.

Sharing of Donor's Information

- **BBBS will not sell, trade, rent or exchange** its donor list and donor's personal information with any other organization.
- BBBS will not sell, trade, or exchange any donor lists from any BBBS agencies outside of our service area.

Collection of Data

We collect personal data through event registration, email subscriptions, 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 BBBS to determine an appropriate channel to transmit this information.

- From these services, we may collect 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 attendance, meal preferences and guests.
- We may collect the name and email of a spouse, contributor or foundation that a donor has provided to receive recognition for a gift. This confidential information is kept on file for IRS purposes.

- For questions about the BBBS Donor Privacy Policy or to “opt- out” or be removed from our mailing lists, please make a request as outlined below:

- Via email at donations@bbbsaz.org
- By phone: 602-264-9254

- BBBS will maintain an electronic record in our database of all requests for discontinuance of contacts. Oral requests will be recorded in writing by BBBS 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

BBBS utilizes the following online security measures:

- BBBS 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 all BBBS policies.
- 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 a user’s

computer's hard drive. By using cookies, information is potentially collected without a user's express knowledge. Most browsers are initially set to accept cookies but permit users 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. BBBS also uses "cookie" messages to automatically help provide better services. They indicate a user's preferences for our website based on what the user has done and told us before. The "cookie" is placed in the user's computer and is read when the user comes back to our website. Users can reject cookies or cancel them by instructing their Web browser accordingly.

- **IP addresses- BBBS** 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. BBBS 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**– BBBS 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.
- BBBS is committed to complying fully with the Children's Online Privacy Protection Act of 1998. 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 about not releasing any personal information to anyone they don't know.

Annual Report

BBBS publishes a list of the names of donors in an annual report. Options for anonymous giving and "op-out" selections are available. Donors can contact BBBS for these requests.

Privacy Enforcement with Vendors

- The sharing of data is prevented by contract stipulations that are present in contracts between BBBS 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.
- BBBS may also occasionally ask users to complete surveys for research purposes. There also may be services on our website that require a user to complete an online form or send BBBS an e-mail message in order to utilize these services. BBBS collects any information that a user provides in such circumstances, including any personal information.

Board Approved: 3/16/2023

Revised: _____