



# Big Brothers Big Sisters of Palm Beach & Martin Counties, Inc.

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## BBBS of Palm Beach & Martin Counties, Inc.

### Donor Privacy Policy

Big Brothers Big Sisters of Palm Beach and Martin Counties, Inc. (BBBSPBMC) recognizes and understands the needs of a donor's privacy and anonymity unless specifically instructed otherwise. Therefore, we are committed to protecting personal information of all donors.

#### Accountability:

BBBSPBMC staff is accountable for maintaining and protecting the privacy and anonymity of the personal information of BBBSPBMC donors. The President/CEO will be responsible to maintain compliance with this policy. Misuse of any personal information of any donor will potentially subject the staff member involved to probation or termination.

BBBSPBMC collects and uses personal information of its donors and members for the following purposes:

1. Issuance of tax receipts for donations as required by CCRA regulations.
2. Issuing thank you cards/letters and recognition for individual's donations.
3. Periodic mailings; agency programs, services and membership mailings.
4. Contacting individual donors that may have questions or concerns that require written or documented responses.
5. A donor registry for the agency

BBBSPBMC collects and uses personal information about clients for the following purposes:

- Determination of eligibility for client services
- In order to assist clients with referrals
- To document services provided by the agency staff and/or volunteers to clients.
- To contact individual clients in order to address questions or concerns
- Reporting required by levels of government or bodies funding services provided by the agency; where possible, this information will be provided quantitatively and will not include names or other identifiers.

#### Disclosure of Information to Third Parties:

The only circumstances under which personal information may be disclosed to third parties, is for the fulfillment of any purposes identified above, or as required by law. BBBSPBMC will ensure that appropriate security undertakings, such as confidentiality clauses in contractual agreements, are employed to protect the transfer and use of personal information.

BBBSPBMC does not sell, trade, or rent information to third parties. Further, donors may opt out of future services and/or information by notifying the agency in writing.

#### Confidentiality:

BBBSPBMC protects personal information with appropriate security safeguards. All information is kept strictly confidential. All information that is kept, is maintained in locked cabinets and/or under secure electronic and managerial methods which are updated when necessary.

Any questions or concerns regarding BBBSPBMC compliance with this policy may be directed to the President/CEO or V.P. of Programs.