

The Centers for Families and Children Donor Privacy Policy

Updated 10/8/2014

The Centers for Families and Children (The Centers) is committed to protecting the privacy of donors and constituents. We have developed this policy to ensure that donors' personal information remains safe and secure. We want to make donors aware of this policy and provide an opportunity for donors to update or change their communication preferences.

Scope | This policy applies exclusively to the activities of the fundraising department at The Centers for Families and Children and to interactions with its website located at www.thecentersohio.org.

Information Collected | The fundraising office keeps and maintains the following information:

- Contact information including names, complete addresses, phone numbers, and email addresses
- Business information including current and former employers, titles, and contact information
- Information on donors' interactions with The Centers including gift history, publicly available financial and contact information, payment and transaction information, planned giving information, event attendance history, conversations with The Centers staff, etc.
- Biographical information including familial relationships, education, professional information, executive board memberships, and relationships with other organizations
- Photographs, videos, and articles about or relevant to The Centers or taken at The Centers events may include donor names, depictions and likenesses

How Information Is Used | Donor information is used to better understand the donor community and meet its needs. Analyzing this information allows The Centers to make appropriate solicitations, complete transactions properly, track and respond to donor requests, communicate accurately with donors, and update the community about The Centers' accomplishments and events. Copies of checks, payment receipts, and returned appeals are kept for auditing purposes, reference, and backup of our electronic database; however, credit card information is destroyed promptly after payment is processed. Constituent information, including gift details and history, is stored in our fundraising database using The Raiser's Edge software and in our finance department's Solomon software. We release public annual reports listing donors and supporters of the organization by name unless they expressly opt out or communicate to us that they would like to remain anonymous.

How Information Is Not Used | The Centers does not sell, rent, lease, trade or otherwise give out personal information to other organizations or individuals without the consent of the donor unless required to do so by law.

Removal from Mailing and/or Solicitation Lists | While donors cannot be permanently deleted from the fundraising database, donors can edit their communication preferences. Donors may contact The Centers to unsubscribe from any or all of the following: mailing lists, non-event solicitations, event invitations, and/or newsletters.

Contacting The Centers | Please contact the fundraising office if you would like to change or update your preferred mailing address, email addresses, phone numbers, addressee or salutation, name listing for recognition in publications, business information, or spouse information. We invite you to contact The Centers with any questions, comments, concerns or suggestions, including requests to be listed anonymously or for removal from mailing lists. **Please include your contact information—for purposes of proper identification.**

- **By Email:** Donate@thecentersohio.org
- **By Phone:** (216) 325-9350
- **By Mail:** The Centers for Families and Children
Attn: Development Department
4500 Euclid Avenue
Cleveland, OH 44103

