FWTEC
DONOR PRIVACY POLICY

We value our patrons, players, volunteers, donors and staff and take their privacy seriously. We respect the privacy of information that we are privileged to have about our supporters. Our commitment to respect the privacy of our supporters extends to how we obtain, use, protect and share information about them. This privacy policy is intended to be applied in conjunction with related Fred Wells Tennis and Education center policies, including, but not limited to, our Donor Bill of Rights.

Donors' personal information is collected through means of ClubAuto, the center’s automatic payment and court reservation system. Addresses and email addresses are captured at the time that a person becomes a patron of the center and make their address, phone number and email available by sign-up.

Personal information is used by the center to bill, email and mail information for patrons and players about various yearly events. It is also used to create invitations to fundraising events and to solicit for the annual fund on a semi-yearly basis.

PRINCIPLES, ACTIONS, AND BELIEFS

• We hold all information concerning patrons and donors, including names, addresses, names of beneficiaries, nature and value of estates, amounts of provisions or gifts, etc., unless a donor or patron grants permission to use selective information for purposes of referral, testimonial, example, recognition, or publicity.
• We will not share, sell, rent or otherwise offer information about donors or patrons to other organizations.
• We contractually require any person or organization providing services to FWTEC to value the confidentiality of patron and donor information.
• We have procedures in place to limit access to information to those employees and volunteers who need to know such information in order to fulfill our mission.
• We will use our best efforts to comply with the expressed wishes of any patron who does not want their name used in any promotional material, wishes their name removed from solicitation and other mailing lists, or wishes to have their gifts or services be anonymous.
• We will collect, use and share information about our supporters among employees and volunteers only on a needs-to-know basis and for the sole purpose of carrying out Fred Wells Tennis and Education Center’s mission.

DONOR BILL OF RIGHTS

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

1. The right to be informed of the organization’s mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
2. The right to be informed of the identity of those serving on the organization’s governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. The right to have access to the organization’s most recent audited financial statements.
4. The right to be assured their gifts will be used for the purposes for which they were given.
5. The right to receive appropriate acknowledgement and recognition or to remain anonymous if desired.
6. The right to be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. The right to be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
8. The right to ask questions when making a donation and to receive prompt, truthful and forthright answers.

**eDONOR BILL OF RIGHTS**

1. To be clearly and immediately informed of the organization's name, identity, nonprofit or for-profit status, its mission, and purpose when first accessing the organization's website.
2. To have easy and clear access to alternative contact information other than through the website or email.
3. To be assured that all third-party logos, trademarks, trustmarks and other identifying, sponsoring, and/or endorsing symbols displayed on the website are accurate, justified, up-to-date, and clearly explained.
4. To be informed of whether or not a contribution entitles the donor to a tax deduction, and of all limits on such deduction based on applicable laws.
5. To be assured that all online transactions and contributions occur through a safe, private, and secure system that protects the donor's personal information.
6. To be clearly informed if a contribution goes directly to the intended charity, or is held by or transferred through a third party.
7. To have easy and clear access to an organization's privacy policy posted on its website and be clearly and unambiguously informed about what information an organization is gathering about the donor and how that information will be used.
8. To be clearly informed of opportunities to opt out of data lists that are sold, shared, rented, or transferred to other organizations.
9. To not receive unsolicited communications or solicitations unless the donor has "opted in" to receive such materials.

For further information, please contact Esther Tsai, Executive Director, at 612.252.8367.

**WEBSITE PRIVACY POLICY**

**USE OF LINKS**

Throughout our Web pages, we provide links to other servers which may contain information of interest to our readers. We take no responsibility for, and exercise no control over, the organizations, views, or accuracy of the information contained on other servers.

Creating a text link from your Web site to our site does not require permission. If you have a link you'd like us to consider adding to our Web site, please send an email to exec@fwtec.org with the subject "Link request."

**USE OF TEXT AND IMAGES**
If you would like to publish information that you find on our Web site, please send your request to exec@fwtec.org. Where text or images are posted on our site with the permission of the original copyright holder, a copyright statement appears at the bottom of the page.

Information about using our logo and images is available by calling FWTEC at 612.252.836.

ACCESSIBILITY

This Web site is designed to be accessible to visitors with disabilities, and to comply with federal guidelines concerning accessibility. We welcome your comments. If you have suggestions on how to make the site more accessible, please contact us at exec@fwtec.org.

WEB SITE PRIVACY POLICY

We have created this statement to demonstrate our firm commitment to your privacy. We do not collect personally identifying information about you when you visit our site, unless you choose to provide such information to us. Providing such information is strictly voluntary. This policy is your guide to how we will handle information we learn about you from your visit to our Web site.

We use the information we collect to measure the number of visitors to the different sections of our site, and to help us make our site more useful to visitors.

Online Profile Updates and Donations
If you complete the Profile update form and share your personally identifying information, this information will be used only to provide you with more targeted content. We may use your contact information to send further information about our organization or to contact you when necessary. You may always opt-out of receiving future mailings; see the "Opt Out" section below.

Sending us an Email
You also may decide to send us personally identifying information, for example, in an electronic mail message containing a question or comment, or by filling out a Web form that provides us this information. We use personally identifying information from email primarily to respond to your requests. We may forward your email to other employees who are better able to answer your questions. We may also use your email to contact you in the future about our programs that may be of interest.

We want to be very clear: We will not obtain personally identifying information about you when you visit our site, unless you choose to provide such information to us. Providing such information is strictly voluntary. Except as might be required by law, we do not share any information we receive with any outside parties.

If you sign up for one of our email lists, we will only send you the kinds of information you have requested. We won't share your name or email address with any outside parties.

Kids and Privacy
For children who visit our site, special rules apply. We do not request personal information about children, such as first and last name or street address and city. When kids send email to us, their online contact information (email address) is not used to re-contact them and is not maintained in retrievable form.
Opt-Out or Change Your Contact Information
Our site provides users the opportunity to opt-out of receiving communications from us by contacting us by email or in person at the front desk. You may choose to receive only specific communications or none at all. You may also update your contact information previously provided to us through another online form. You cannot remove yourself from our database, but you can prevent unwanted communications by informing us that you do not want to be contacted.

A description of our organization’s security measures:

Credit card transactions—credit card information is not retained by FWTEC after it is entered into ClubAuto, by the donor on GiveMN, or through an external payment provider such as Cardpointe or PayPal, our tennis center software and online giving options. That software contains its own security to keep credit card information safe and can be shared by the Director of Operations at the front desk. Our staff has no access to those numbers. However there is no guarantee that the credit card information will be secure beyond our in-house control. Note: FWTEC will not be liable for information the donor shares with others.

We do not currently use Google AdWords or other remarketing services to advertise on third party websites but reserve the right to do so in the future. We will inform patrons appropriately should this occur both in writing and on this website.

QUESTIONS ABOUT OUR POLICIES

If you have any questions about this privacy statement, the practices of this site, or your dealings with this Web site, you can contact us at: exec@fwtec.org.

This privacy policy was created on May 15, 2017 and was updated last on May 19, 2017.