

# Donor Privacy and Confidentiality Policy

## **Purpose**

Your trust and confidence are important to us. The Mzuzah Charitable Inc., in the United States, and its affiliated Mzuzah Africa Ltd/GTE in West Africa, strongly supports protecting the privacy of its donors and the confidentiality of information concerning them. The purpose of this policy is to state the position of Mzuzah on donor confidentiality and donor anonymity and will guide the actions of the Board of Directors, the advancement staff and volunteers who may serve Mzuzah Charitable Inc., regarding the rights of donors and potential donors to confidentiality regarding their transactions with the organization.

Mzuzah Charitable Inc. recognizes that the operation of the Mzuzah Charitable Inc., and its affiliates requires the maintenance and management of extensive donor and prospect records. Donor records often contain sensitive information that has been shared with or maintained by the development staff on a confidential basis. "Records" means all files, including electronic data, containing information on donors or prospective donors to Mzuzah Charitable Inc.,

## **Policies – Confidentiality of Records**

The US Operations Manager (or the CEO's designee) shall be responsible for maintaining the confidentiality of donor and prospect records and will ensure that all staff and appropriate volunteers have clear direction regarding the confidentiality of records through the establishment of appropriate operating procedures and education.

The US Operations Manager may, at his/her discretion, make all or part of any hard copy or electronic record available within the Mzuzah Charitable Inc.'s normal course of work with staff or volunteers if essential to them in executing their responsibilities.

Disclosure decisions will honor the wishes of donors, where noted in writing, related to disclosure to any public listing(s.)

Hard copy of donor records is never removed from Mzuzah Charitable Inc., office(s) and is maintained in a locked filing area after normal business hours.

To carry out its responsibilities, outside financial auditors may need to review donor/prospect records. Mzuzah Charitable Inc., auditors are authorized to review donor and prospect records as required for the purposes for which they are engaged. Pledge agreements are considered "strictly confidential information" and are not public documents. Particulars of a pledge document will not be shared with the general public

nor with any of the donor's financial advisors, legal advisors, family or selected individuals, unless the donor has granted permission to do so in writing or unless these details are essential to be shared in a legal proceeding.

We do not sell or rent our donor names. On occasion, Mzuzah Charitable Inc., may determine that it is useful to offer our donors and prospective donors opportunities related to other Mzuzah enterprises or its sponsors/partners. In that instance, names will only be made available to a mail house (with their own confidentiality agreement to manage the list process) and never directly to another business entity.

### **Representatives**

The donor or donors who sign any donation agreement are the "Representative(s)." Only the Representative(s) is authorized to receive donor summaries of information concerning his/her donation activity, unless directed otherwise in writing by the donor(s) or as mandated through legal proceedings.

### **Publication of Donor Names**

Unless the donor specifically requests public anonymity, the names of all donors will be listed in Mzuzah Charitable Inc's., annual report, periodic newsletters, on the website and, as appropriate in any public lobby listings, Exceptions will be made for any donor who specifically requests anonymity. Anonymity is always offered in all solicitation reply devises and through website giving options.

Mzuzah Charitable Inc will never disclose the specific amount of any donor's gift without the permission of the donor, although the organization lists donor gifts in gift ranges. Donors making gifts to the Mzuzah Charitable Inc's in memory, or in tribute, will not have the amount of their gift disclosed to the memorial/tribute family/friend representative ; only the donors name and address and that donated in that manner will be shared.

### **Anonymous Gifts**

Mzuzah Charitable Inc's staff and other appropriate volunteer donor solicitors are authorized to accept anonymous gifts to Mzuzah Charitable Inc., In the event the US Operations Manager is uncertain about the desirability of accepting an anonymous gift, he/she shall consult with the Executive Director or President/CEO, as applicable.

### **Kinds of Information**

Mzuzah Charitable Inc may collect personal information such as individual names, company names, titles, addresses, telephone numbers, fax numbers, e-mail addresses, biographical information, and payment information (such as credit card numbers) from donors. By submitting personal information, the donor acknowledges that he or she has read this privacy policy, understands it, agrees to its terms, and authorizes Mzuzah Charitable Inc's to collect, use and disclose personal information pursuant to the terms of this privacy policy. At no time does Mzuzah Charitable Inc., keep credit card/debit

account information in its database or in any hardcopy records after the transaction is completed. All credit copy information is immediately destroyed and not retained.

**How We Use Information**

Mzuzah Charitable Inc's and Mzuzah Africa Ltd/GTE uses personal information collected from donors to respond to donor inquiries, to issue donation acknowledgements, to help in deciding who receives future fundraising appeals, to help organize fundraising events, and to inform donors of new programs and services.

**How we protect your Information**

The use of your information is limited as noted above, by authorized individuals, to better service an existing donor, potential donor or sponsor/partner relationship. We make every effort to ensure the security of your information. To prevent unauthorized access, maintain data accuracy, and ensure the proper use of information, we have established and implemented appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

**Removing your name from our mailing list**

You have the right to ask to be removed from our email list by opting out or to be removed from our email, postal mailing list and/or phone lists please email us at [mzuzah@mzuzah.com](mailto:mzuzah@mzuzah.com) and include your name and address and any mail sample addressed to you or note your complete phone number for telephone removal.