



## POLICY AND PROCEDURE MANUAL

### AREA OF HOSPICE OPERATIONS: FUNDRAISING

POLICY	<b>Donor Privacy</b>	APPROVED BY	<b>HGT Board HGT Foundation Board</b>
PROCEDURE			
DATE ISSUED	<b>April 2016</b>	REVISED	

#### PREAMBLE

All information concerning donors or prospective donors, including their names, addresses and telephone numbers, the names of their beneficiaries, the amount of their gift etc., shall be kept strictly confidential by The Hospice Georgian Triangle Foundation, its staff and volunteers, unless permission is obtained from donors to release such information.

#### POLICY STATEMENT

HGTF is committed to respecting the privacy of donors. The types of donor information that it collects and maintains are as follows:

1. contact information - name, address, telephone number and email address.
  2. giving information – donations received, events attended, publications received and special requests for program information.
  3. general information provided by the donor in the form of comments and suggestions.
- We only require that you provide the necessary amount of personal information, as required by law or by the Canada Revenue Agency (CRA).
  - HGT works carefully to ensure donor personal and company information is kept safe and secure throughout any transaction process and otherwise while in our custody or under our control. We are committed to protecting and safeguarding the privacy and security of the personal information provided to us by our donors in compliance with the Personal Information Protection and Electronic Documents Act (Canada) (PIPEDA).
  - HGTF uses donor information to understand donor interest in its mission. We may ask you for more information about yourself to help us provide you with more personalized information and services, and to update you on the organization’s plans and activities. In such cases, you are not obligated to



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provide such information.

- By making a donation, requesting information, attending an event or registering for information, you are giving HGTF permission to collect some of your personal information and to contact you by way of the information provided.
- Personal information gathered by HGTF is held in the strictest confidence and is protected by industry standard best practices. Information is shared with staff, board members and volunteers on a “need-to-know” basis. Those involved in fundraising understand it is vital to donors and the organization that they keep this information confidential, as is detailed in the Association of Fundraising Professional’s Code of Ethical Principles and Standards of Professional Practice and HGTF’s Donor Bill of Rights Policy.
- HGTF assures donors that their names and addresses will not be shared with any third party, unless permission has been granted. For those who do not wish to be included on a mailing list, donors should contact the organization to have their names removed.