

# COMO FRIENDS

## Donor Privacy and Discontinue Contact Policy

### Donor Privacy

Como Friends is committed to respecting the privacy of our donors. We have developed this privacy policy to ensure our donors that their information will not be shared with any third party.

Como Friends provides this Donor Privacy Policy to make you aware of our privacy policy, and to inform you of the way your information is used. We also provide you with the opportunity to remove your name from our mailing list, if you desire to do so.

Como Friends collects and maintains the following types of donor information:

- Contact information: name, organization, complete address, phone number, email address.
- Payment information: credit card number and expiration date, and billing information.
- Shipping information: name, complete address.
- Requests receive periodic updates; e.g., to individuals who request it, we will send periodic mailings and/or e-mails related to specific fund-raising appeals, and newsletters.

Como Friends uses your information to complete a transaction, communicate back to you, and update you on Como Friends' happenings. Credit card numbers are used only for donation or payment processing and are not retained for other purposes.

Como Friends will not sell, rent, or lease your personal information to other organizations. We assure you that the identity of all our donors will be kept confidential. Use of donor information will be limited to the internal purposes of Como Friends. Please contact us if you wish to be removed from our mailing list. E-mail communications provide a mechanism to have your address removed from our contact list.

### Discontinue Contact

It is the policy of Como Friends to discontinue contacting any person upon that person's oral or written request of Como Friends, its professional fundraiser, or other agent.

Como Friends shall maintain a record of all requests by persons who indicate to Como Friends, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of Como Friends.

This policy does not prohibit contact by Como Friends that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by Como Friends that is solicited by a person

whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

Upon a person's (or a person's authorized representative's) request that Como Friends discontinue further contacts, the person's name and address will be promptly flagged in Como Friends' database to insure that no further contact is made with the person. Como Friends will also take steps to insure that the person's name is removed from any external databases or records under Como Friends' control.

Como Friends will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by Como Friends' board of directors. Oral requests will be recorded in writing by the staff of Como Friends and then entered into the donor database along with the written requests. The records of persons who have made such a request will be maintained by Como Friends to the extent necessary for legal or liability purposes.

If you have comments or questions about our donor privacy policy, please send us an email at [ComoMembership@comofriends.org](mailto:ComoMembership@comofriends.org) or call us at (651)487-8229.

Sources: Charities Review Council and ECFA

Date Adopted: December 2, 2010