

DONOR POLICY

Our Donor Policy outlines our responsibility to you as a donor. We were early adopters of this national standard which was established and endorsed by the Association of Fundraising Professionals (AFP). We pledge our ongoing commitment to these ideals as we work with you and your family members. This policy also guides us through very sensitive issues such as donor privacy and record retention.

DONOR BILL OF RIGHTS

We support the 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 ensure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the nonprofit organizations and causes they are asked to support, we declare that all donors have these rights:

- 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.
- 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.
- To have access to the organizations most recent financial statements.
- To be assured their gifts will be used for the purposes for which they were given.
- To receive appropriate acknowledgement and recognition.
- To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

WHAT INFORMATION WE COLLECT

We use personal information collected from donors for the purposes of processing payments and communicating with donors about Cleveland Sight Center (CSC) as well as conducting the fundraising and other operations of CSC. This information may include name, amount donated, address, telephone number, donor comments, e-mail address, and any other personal information provided to us ("Donor Data"). For donations by check, Donor Data also includes the data visible on the check.

As part of providing an online experience expected by our donors, we may store various data that are collected as part of standard operations. We may use this data for purposes described in this policy, including analytical needs and improved functionality of our website.

PAYMENT PROCESSORS AND OTHER SERVICE PROVIDERS

Payment processors allow donors to give electronically using a payment services account, a credit card, or other payment method. These processors collect certain information from donors, and you should consult their privacy policies to determine their practices.

To provide donors the best possible experience, we work with service providers and may share Donor Data and other information with, or have it transmitted through, them. Such service providers include, for example, collection facilities and bandwidth providers as well as organizations that help non-profit organizations with fundraising.

HOW WE USE DONOR DATA

Donor Data may be used for these kinds of purposes:

- Distributing receipt and thanking donors for donations.
- Informing donors about upcoming fundraising and other activities of CSC.
- Internal analysis, such as research and analytics.
- Record keeping.
- Reporting to applicable government agencies as required by law.
- Surveys, metrics and other analytical purposes.
- Other purposes related to fundraising operations.
- We do periodically publish donor names in our annual reports and in our buildings under a range of giving categories, for which donors can opt-out.
- Donation statistics may be used for promotional and fundraising activities.
- We do not sell, trade or rent Donor Data.
- We use data gathered for payment processors and other service providers only for the purposes described in this policy.

FINANCIAL INFORMATION

It is our internal policy to limit access to financial information to professional staff who need to process that information for the purposes described above. Personal financial information is not sold to or traded with other parties.

We use partners to provide online payment processing services. Usually, the privacy policy of those organizations will be presented to you on their respective websites and typically also as part of your donation process. If you pay by credit card, we do not store your credit card information, bank account numbers, or other financial account data sent directly to those processing services.

SECURITY

We are committed to protecting donor personal information from unauthorized access, alteration, disclosure, or destruction. Among other things, we undertake a range of security practices, including measures to help secure web access to sensitive data and undertake efforts to address security vulnerabilities for various tools and databases.

Our donor information is secured by reCAPTCHA (<https://www.google.com/intl/en/policies/terms/>). View the Privacy Policy (<https://www.google.com/intl/en/policies/privacy/>) for more information.

OTHER DISCLOSURES

We may disclose information when required by law and/or when needed to protect our rights, privacy, safety, property, donors, or users, and when necessary to enforce our terms of service.

UPDATES

We may change the Donor Privacy Policy from time to time without notice. You should periodically check our website at ClevelandSightCenter.org for any changes to the policy.

DATA RETENTION

We seek to retain donor-related information only as needed to fulfill the purposes described in this policy unless a longer retention period is required by law or regulations.

RIGHTS

You have certain rights with respect to the information we collect about you. Upon request, we will tell you what information we hold about you and correct any incorrect information. We will also make reasonable efforts to delete your information if you ask us to do so, unless we are otherwise required to keep it.

DISCLOSURE REQUIREMENTS (for Florida Residents only)

This notice serves as a reminder that the State of Florida Solicitation of Contributions Act requires registered charities to conspicuously display their registration number and the disclosure statement below on every solicitation, confirmation, receipt, or reminder of a contribution, including websites. s. 496.411, F.S.

"A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE WITHIN THE STATE (1-800-HELP-FLA (435-7352); www.floridaconsumerhelp.com). REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE."

CONTACT US

If you have questions about this Donor Privacy Policy or requests about the status and correctness of your donor data, please contact us using the contact information detailed on our website or at the following address:

Cleveland Sight Center
Director of Development
1909 East 101st Street
Cleveland, OH 44106