

## **Operation Fuel's Donor Privacy Policy**

Operation Fuel values and respects our donors' right to privacy. We have developed this Donor Privacy Policy to ensure protection of donor information and to guide volunteers and staff on how they may or may not use such personal information.

Operation Fuel collects and uses personal information from donors that includes: amount donated, names, complete mailing addresses, telephone numbers, email addresses, family and employer relationships, and donor comments and information shared. This information is kept on file for IRS purposes, as well as use in our development and communications activities.

Operation Fuel will never publish, sell, trade, rent, or share names (unless released for publication), email addresses, mailing addresses or telephone numbers of our donors. Contact information for donors will be used for these purposes only:

- Distribute receipts for donations
- Thank donors for donations
- To inform donors of upcoming activities and events of the organization
- Internal analysis and record keeping
- Reporting to relevant federal and state agencies
- Contact donors about changes to this policy

Donors who choose to remain anonymous have the right to do so by contacting the development office of Operation Fuel. If making an online donation, donors can choose the "anonymous donor" option.

Visitors to the Operation Fuel website remain anonymous. We do not require visitors to register or provide personal information to view the site. There are instances when site visitors are asked for additional information in order to provide requested services. For example, information will be requested when making an online donation through our partner organization, Groundspring.org. Requested information will be used for properly processing and receipting the donation. Operation Fuel's online donors choose the personal information that the organization receives and can opt to remain anonymous. All credit card transactions are conducted over a secure server.

Operation Fuel welcomes comments and suggestions in regards to this policy. Please email comments to [betty@operationfuel.org](mailto:betty@operationfuel.org), or send comments by mail to:

Operation Fuel  
75 Charter Oak Avenue, Suite 2-240  
Hartford, CT 06106

We are committed to protecting your personal information, and will make every reasonable effort to keep that information secure.

## **The Donor Bill of Rights**

*The Donor Bill of Rights was created by the Association of Fundraising Professionals (AFP), the Association for Healthcare Philanthropy (AHP), the Council for Advancement and Support of Education (CASE), and the Giving Institute: Leading Consultants to Non-Profits. It has been endorsed by numerous organizations.*

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:

- I. 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.
- II. 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.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- IX. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- X. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

**Approved and accepted by the Operation Fuel Board of Directors,  
March 6, 2009**