

DONOR PRIVACY & SOLICITATION POLICY

The Gateways Hospital and Mental Health Centers Foundation (GHMHCF)

Long-term support from GHMHCF donors and volunteers is of paramount importance to the organization. Maintaining a strong, trusting relationship with our supporters is of vital importance in creating a solid support base so that Gateways Hospital and Mental Health Centers can accomplish its mission and vision.

Providing superior stewardship and thoughtful funding opportunities are also of great importance to the long-term success of our organization. Balancing the needs and desires of our supporters, along with meeting the need for efficient and effective fundraising practices, are the principles that underpin our online and offline communications strategy. The purpose of this policy is to ensure that we conduct our fundraising in compliance with nationally established guidelines while ensuring that our supporter's trust and faith in us is well placed and deserved.

Privacy Policy

1. GHMHCF will maintain active control of our contributor lists and will not sell, rent or trade contributor or volunteer names to any outside organization nor shall we disclose privileged or confidential information to unauthorized parties.
2. We will respect the privacy of all members by offering a means by which their names may be suppressed upon their request, and we will honor their requests. Additionally, we will honor our supporter's wishes if they do not want to be contacted by phone, mail or email.
3. Some donors may be recognized in publications like our newsletter, annual report and event programs, along with social media programs such as Facebook, Instagram, and LinkedIn. Testimonials will be published only with the consent of the donor. Donors may also notify us if they prefer that all or some of their contributions be made anonymously and not publicly recognized.
4. In an effort to create life-long relationships with our supporters, our development staff will only call on an as- needed basis to engage them in our various events and a maximum of two calls per quarter in an effort to seek a direct gift. However, at a minimum we will call selected donors to personally thank them for their generous support.
5. GHMHCF will never hire a third-party organization to solicit funds unless authorized by the President of GHMHCF.
6. On occasion, GHMHCF will contract with a third-party commercial organization to update our donor and volunteer contact information. Phone numbers will only be added to our database if the information is available publicly. Those who do not want their email given to GHMHCF will not be entered into our database.
7. We will maintain complete and accurate records of all uses of contributor information for at least such time as required by law.

8. Occasionally, we may rent lists from other organizations in order to reach prospective supporters. We will not rent lists from any organization if we believe doing so may compromise the trust between GHMHCF and our valuable donors.

Solicitation Policy

1. GHMHCF shall take great care to ensure that all solicitation and communication materials are accurate and correctly reflect their organization's mission and use of solicited funds.
2. GHMHCF shall ensure donors receive informed, accurate and ethical advice about the value and tax implications of contributions.
3. GHMHCF shall take care to ensure that contributions are used in accordance with donors' intentions.
4. GHMHCF shall take care to ensure proper stewardship of all revenue sources, including timely reports on the use and management of such funds.
5. Staff shall not disclose privileged or confidential information to unauthorized parties.

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 assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit 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.

1. 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.
2. To have access to the organization's most recent financial statements.
3. To be assured their gifts will be used for the purposes for which they were given.
4. To receive appropriate acknowledgement and recognition.
5. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
6. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
7. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

8. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
9. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Principles of the e-Donor Bill of Rights

The e-Donor Bill of Rights is intended to complement the original document and provide further and more detailed guidance for the new world of online giving. In addition to the rights outlined in the Donor Bill of Rights, online donors should demand the following of their online solicitors:

1. To be clearly and immediately informed of the organization's name, identity, nonprofit or for-profit status, its mission, and purpose when first accessing the organization's website.
2. To have easy and clear access to alternative contact information other than through the website or email.
3. To be assured that all third-party logos, trademarks, trustmarks and other identifying, sponsoring, and/or endorsing symbols displayed on the website are accurate, justified, up-to-date, and clearly explained.
4. To be informed of whether or not a contribution entitles the donor to a tax deduction and of all limits on such deduction based on applicable laws.
5. To be assured that all online transactions and contributions occur through a safe, private, and secure system that protects the donor's personal information.
6. To be clearly informed if a contribution goes directly to the intended charity, or is held by or transferred through a third party.
7. To have easy and clear access to an organization's privacy policy posted on its website and be clearly and unambiguously informed about what information an organization is gathering about the donor and how that information will be used.
8. To be clearly informed of opportunities to opt out of data lists that are sold, shared, rented, or transferred to other organizations.
9. To not receive unsolicited communications or solicitations unless the donor has "opted in" to receive such materials.