



## **Donor Privacy Policy**

Solid Ground maintains the highest level of respect for the privacy of its donors. The following is our donor privacy policy, which guides our volunteers and staff on how they may and may not use your personal information while honoring your rights as a contributor.

Solid Ground collects and uses personal information from donors that includes: name, address, telephone number, e-mail address and donor comments when a donor voluntarily provides it to us. In addition, Solid Ground keeps a record of each donor's giving history. This information is kept on file for IRS purposes and is also used in our development process to analyze overall giving patterns in order to make accurate budget projections.

Solid Ground does not sell, trade, rent or share names, addresses, telephone numbers, or e-mail addresses of our donors. Solid Ground will use contact information (e-mail, telephone number and address) of donors for these purposes only:

- Distribute receipts for donations
- Thank donors for their donation
- Inform donors about news, upcoming events and other activities of Solid Ground
- Internal analysis and record keeping
- Reporting to relevant U.S. and State agencies (these reports are not for public inspection)
- Contact donors about changes to this policy

As a rule, Solid Ground publicly recognizes a donor by publishing a donor's name unless the donor explicitly chooses the "anonymous" field when making a donation.

If you have questions about this Donor Privacy Policy or if you wish to be removed from our e-mail/postal contact lists, then please email: [donate@solidgroundmn.org](mailto:donate@solidgroundmn.org) or write to:

Attn: Director of Development & Communications  
Solid Ground  
3521 Century Avenue North  
White Bear Lake, MN 55110  
651-846-9027

## **Website Policy/Information Gathering/Donor Financial Information Security**

Signing up for e-mail updates: when you sign up to receive e-mail updates at [www.solidgroundmn.org](http://www.solidgroundmn.org), we ask for your name and e-mail address. This information will not be sold, traded, rented or shared.



Donating online: When you donate online by credit card, you must submit your name, credit card number and billing information. This information allows us to process and fulfill your donation and to notify you of your donation status.

Third-party financial institutions: Solid Ground works with a third-party credit card company IATS in the same way as other e-commerce websites. IATS uses the highest levels of security available on the Internet using Microsoft security protocols and VeriSign to secure all of our transactions. They protect your personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures. IATS considers all personal information as confidential and does not disclose personal information to any third parties. All donor information is retained in a secure database. This database may be used to verify donation transactions, thank supporters for their contributions, and keep supporters informed or to solicit future donations. Information in this database is not shared, traded, sold or rented to any third parties.

### **Soliciting Practices & Fundraising Disclosures**

All Solid Ground solicitors are either staff or volunteers who must identify themselves as such. We keep our communication and solicitation frequency within reasonable limits. All of our print, email and electronic solicitations identify Solid Ground as the nonprofit making the solicitation including our address, phone number and contact person.

### **Opt-outs, Updates, Deletions**

Contact: [donate@solidgroundmn.org](mailto:donate@solidgroundmn.org) if you want to be removed from our database, email or mailing lists, or to correct or update your information.

*This policy has been updated as of June 4, 2015.*