

## **Grey Bears Donor Privacy Policy**

Grey Bears envisions a community where all seniors live healthy, meaningful lives. To address the growing problem of senior food insecurity, Grey Bears distributes 3 million pounds of food annually to 4,500 seniors, families and farmworkers. We do that by partnering with regional food banks, growers, gardens, other agencies, food distributors, and more than 20 markets and bakeries throughout the county. To make this possible, Grey Bears relies on our amazingly generous local donors. We respect the privacy of our donors and are serious about protecting their privacy. To provide transparency about our policies, Grey Bears has implemented a Donor Privacy Policy.

### **Donor Information:**

Grey Bears collects and maintains the following donor information:

- Contact information such as name, company/organization (if applicable), address, telephone number and email address.
- Gift designation information by program, fund or event as provided by donor at time of gift.
- Information provided by the donor in the form of comments and/or suggestions.
- Public information.
- Requests to receive periodic updates via our e-newsletters or through our printed publications and newsletters.

### **Internal Use of Donor Information:**

Use of donor information is limited to the internal purposes of Grey Bears and is kept on file for IRS purposes. It is used to analyze overall giving patterns in order to make more accurate budget projections as well as to understand donors' interest in our mission. This information is shared with staff, board members and volunteers only on a confidential and need-to-know basis. In cases where a donor voluntarily names someone to make a gift in honor or in memory of, the donor's name may be included in our publicly available list of such gifts, unless the donor requests otherwise. We also use donor information to help donors complete secure donation transactions and to provide communications and updates on Grey Bears programs and activities.

### **External Use of Donor Information:**

Grey Bears maintains a confidential data base on an internal computer system backed up to a cloud-based encrypted server.

### **List Sharing**

Grey Bears does not sell, rent, trade or share its donor list with any other organization. Grey Bears never sends out mailing or electronic communications on behalf of other organizations.

### **Discontinuing Contact Upon Request**

It is the policy of Grey Bears to communicate with donors according to their expressed preferences whenever possible. Grey Bears will discontinue or change the method used to contact any person upon that person's verbal or written request.

Grey Bears will maintain a record of all requests by persons who indicate that they do not wish to be contacted by or on behalf of Grey Bears.

Upon a person's (or that person's authorized representative's) request that Grey Bears discontinue further contact, the person's name and address will be promptly modified in Grey Bears donor database to ensure that no further contact is made.

Permanent Records: Grey Bears will maintain an electronic record of all requests for discontinuance of contact as well as records of donor activity and gifts.

### **Opt out/Information Review**

If any donor wishes to opt out of any communications from Grey Bears, this can be achieved by contacting Grey Bears at (831) 479-1055, [giving@greybears.org](mailto:giving@greybears.org), replying to an email, or clicking the opt out option on any email communication.

If a donor wishes to view the personal information that Grey Bears has on file, a request in writing must be mailed to 2710 Chanticleer Ave, Santa Cruz CA 95065. To ensure donor privacy, information will not be sent to an address we do not have on file for the donor.

### **Security Measures**

Grey Bears takes our donor privacy seriously, and with that in mind, we have implemented the following security measures:

- Internally, access to donor data is regulated by password authentication, access control lists, and organization policy.
- Externally, we utilize a unified threat management governing our gateway (firewall), endpoint security, antivirus, and antimalware.
- We are monitored by a third-party security vendor who helps ensure our software, antivirus and cloud-based backup tools are up to date and offering the most secure environment feasible.
- We encrypt our customer's data from - login and logout - using the highest encryption standards available, including 256-bit SSL encryption. We encrypt all donations and payments made at the highest security standard - PCI Level 1 Compliancy (the same technology that the banks use to keep your account information safe).

### **Changes to the policy**

Changes to this privacy policy may occur as needed. Grey Bears encourages donors to review this policy regularly to keep abreast of any updates.

### **Legal Disclosure**

Grey Bears may be legally required to disclose information on occasion. Grey Bears complies with all applicable legal requirements and standards.