



Animal Care Foundation Policy

Donor Privacy
Policy Number 011
Effective Date: 07/09/20
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PURPOSE

Maintenance of the trust and confidence of donors is of paramount importance to the Los Angeles County Animal Care Foundation (Foundation). The purpose of this Donor Privacy Policy is to provide transparency of the Foundation's practices, policies, and procedures for the collection, use, and protection of donor information.

COMMITMENT TO DONORS

The Foundation will not sell, share, rent, or trade donors' names or personal information with any other entity, nor send mailings to its donors on behalf of other organizations.

To the extent any donations are processed through a third-party service provider, donors' information will only be used for purposes necessary to process the donation.

Donors have the right to review information the Foundation has collected about them and may receive that information by requesting it in writing.

USE AND DISCLOSURE OF PERSONAL INFORMATION

"Personal Information" is information that identifies a donor personally, such as name, address, telephone number(s), and email address. Examples of ways in which the Foundation may collect and use donor information include:

- Collecting names, addresses, and emails in order to respond to inquiries when the Foundation is contacted in person or by mail, phone, or email.
- Collecting names, email addresses, telephone numbers, mailing addresses, and payment information for donations made on the Foundation's website, by telephone, or by mailing in a check or credit card donation.
- Using the donor's personal information to protect against potential fraud. The Foundation may verify with third parties the information collected while processing a gift or other donation. The Foundation may use card authorization and fraud screening services to confirm that card information and addresses match information provided on the Foundation's website, and that the card being used has not been reported lost or stolen.
- Using information to maintain records of donations, send acknowledgements, mail year-end tax statements, send newsletters, notices, and direct mail pieces. The Foundation normally adds donors to its mailing list unless requested otherwise.
- Protecting credit card donors. Credit card numbers are not retained once processed. The Foundation's website has an SSL certificate and the Foundation



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complies with the Payment Card Industry Data Security Standard (known as being PCI compliant).

- Using donor information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law or comply with legal process served on us.
- Thanking donors in our newsletters, website, or other platforms. The Foundation will keep donations anonymous if requested to do so.

Approved at the regularly scheduled Board of Directors meeting on: July 9, 2020.

Abby J Douglass
Abby J Douglass (Jul 9, 2020 17:37 PDT)

Abby Douglass, President

Jul 9, 2020

Date




Policy: Donor Privacy

Final Audit Report

2020-07-10

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