

Helping Up Mission - Donor Privacy Policy

Helping Up Mission is committed to respecting the privacy of our donors. We have developed this privacy policy to inform donors of how their personal information is collected, used, and safeguarded. This policy applies to all information received by Helping Up Mission, both online and offline, as well as through electronic, written, or oral communications.

Awareness - Helping Up Mission provides this Donor Privacy Policy to make you aware of our privacy policy, and to inform you of the way your information is used. We also provide you with the opportunity to remove your name from our mailing list, if you desire to do so.

Information collected - Here are the types of personal information that we collect and maintain:

- contact information: name, organization (if applicable), complete address, phone number, email address; and
- payment information: credit card number and expiration date, CVV code and billing information.

We also collect -

- information about how you heard about Helping Up Mission;
- information you wish to share: questions, comments, suggestions; and
- your request to receive specific periodic updates; e.g., we will send periodic mailings related to specific fundraising appeals, prayer concerns, and newsletters.

Donors have the right to review their personal information that we have collected.

How information is used - Helping Up Mission uses your information to help you complete a transaction, communicate back to you, and update you on ministry happenings. Credit card numbers are used only for donation or payment processing and are not retained for other purposes. We use the comments you offer to provide you with the information requested, and we take seriously each recommendation as to how we might improve communication.

When you register for an event or make a financial contribution online, over the telephone, by mail, or in person, Helping Up Mission may collect personal information (as described above) to:

Process financial payments and protect against potential fraud.

Distribute gift receipts or acknowledgements.

Thank and recognize donors for their gifts.

Inform donors about upcoming events, activities, and impact of their gifts.

Perform internal analysis and record keeping.

No sharing of personal information - Helping Up Mission will not sell, rent, trade, or lease your personal information to other organizations. **We assure you that the identity of all our donors will be kept confidential.** Use of donor information will be limited to the internal purposes of Helping Up Mission and only to further the ministry activities and purposes of Helping Up Mission.

Removing your name from our mailing list - It is our desire to not send unwanted communications to our donors. Please contact us if you wish to be removed from our mailing list (electronic and postal mail)

Information Safeguards - Helping Up Mission protects the security of credit card transactions using several measures such as encryption, access controls, network firewalls, and physical security. These measures make it extremely difficult for anyone to intercept the credit card information you send to us. When we work with other companies to process credit card transactions, those companies also use encryption and other appropriate security measures.

Contacting us - If you have comments or questions about our donor privacy policy, please send us an email at philanthropy@helpingup.org or call us at 410-675-4357.

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