



Urban Boatbuilders Policies Regarding Donor Information and Interaction

Donor Privacy and Information Security

Urban Boatbuilders will provide a secure environment for collecting donations and maintaining internal controls governing the safekeeping of all confidential donor and financial and personal information. In all financial information systems and transactions, Urban Boatbuilders will work to protect the financial information of donors and earn the trust they have placed in the organization.

Therefore, we do not lend, sell, or rent mailing lists of our donors or participants personal information to any third party. Your name, address, phone number or credit card information will not be used outside of our organization. We subscribe and adhere to the Association of Fundraising Professionals (AFP) Bill of Rights, which you may view online at www.afpnet.org. You can remove your information from our database by contacting our office at (651) 644-9225 or sending us a written request of donor removal to:

Urban Boatbuilders
2288 University Avenue West
Saint Paul, MN 55114

Donor information is kept secure through the following actions:

- Credit Card numbers are not retained on-site physically or electronically. Only the final four numbers may be recorded in a transaction record. All donation envelopes containing credit card or personal information are shredded after the gifts are entered into the Urban Boatbuilders database. All envelopes or gifts are held in a locked area or secure safe until processed.
- Urban Boatbuilders accepts on-line donations through the Urban Boatbuilders website. Urban Boatbuilders recommends that donors protect their credit card data by using a secure on-line gift service and never sharing personal information through email or over the phone. Urban Boatbuilders cannot absolutely guarantee that credit card data handled by a third party processor will be secure and is not liable for the information a donor share with others.
- Urban Boatbuilders maintains address, phone, and email information in a secure database and also notes donor preference regarding when and how they wish to be contacted

and/or acknowledged. Any donor may request to see the information retained in their personal record at Urban Boatbuilders.

- All gifts provided by donors who wish to remain anonymous are entered into the system as anonymous gifts and included in any reports under the heading "anonymous." A preference for anonymity is noted on their personal record.
- All donors are offered tax-receipt acknowledgements for their gifts and have the right to refuse a receipt or acknowledgement.
- All Staff, Board, and Volunteers with access to Urban Boatbuilders computers and information must sign a confidentiality agreement.

Discontinue Contact Policy

Urban Boatbuilders maintains regular communication with donors, which may include newsletters, solicitations letter, phone calls, and acknowledgements. All donors have the option to withhold any personal information to Urban Boatbuilders and are given the option to request to be removed from mailings or discontinue contact via the donation reply envelope, written request, or verbally.

1. Policy: It is the policy of Urban Boatbuilders to discontinue contracting any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent. Urban Boatbuilders shall maintain a record of all requests by persons who indicate to Urban Boatbuilders, that they do not wish to be contacted by or on behalf of Urban Boatbuilders.

2. Limitation: This policy does not prohibit contact by Urban Boatbuilders that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by Urban Boatbuilders that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

3. Procedure: Upon a person's (or a person's authorized representative's) request that Urban Boatbuilders discontinue further contacts, the person's name and address will be promptly removed from Urban Boatbuilders database or modified to insure that no further contact is made with the person. Urban Boatbuilders will also take steps to insure that the person's name is removed from any external databases or records under Urban Boatbuilders control.

4. Permanent Record: Urban Boatbuilders will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by Urban Boatbuilders Board of Directors. Oral requests will be recorded in writing by the staff of Urban Boatbuilders and maintained with the written requests. Urban Boatbuilders will maintain the records of persons who have made such a request to the extent necessary for legal or liability purposes.