

Donor Privacy Policy – Teen Challenge NorWestCal Nevada (Southbay Teen Challenge, Teen Challenge of East Bay, Inc., Teen Challenge of Nevada, Inc., and Sacramento Valley Teen Challenge, Inc.)

Teen Challenge NorWestCal Nevada (Southbay Teen Challenge, Teen Challenge of East Bay, Inc., Teen Challenge of Nevada, Inc., and Sacramento Valley Teen Challenge, Inc.) (TCNWCN) maintains the highest level of respect for the privacy of its donors. In furtherance of our commitment to honor donor rights, we have developed this Donor Privacy Policy to guide our staff and volunteers on how they may and may not use donor personal information.

What information we collect

TCNWCN uses personal information collected from donors for the purposes of processing donations and communicating with donors about TCNWCN as well as conducting the fundraising and other operations of TCNWCN. This information may include name, amount donated, address, telephone number, donor comments, e-mail address, and any other personal information provided to us by the donor (Contact Data Base). For donations by check, the Contact Data Base also includes the data visible on the check.

Payment processors allow donors to give electronically using a payment services account, a credit card, or other payment method.

As part of providing an online experience expected by our donors, we may store data that is collected as part of standard web operations. We may use this data for purposes described in this policy, including analytical needs and improved functionality of our website.

How we use that information

Donor Data may be used for these kinds of purposes:

- Distributing receipts and thanking donors for donations
- Informing donors about upcoming fundraising and other events at TCNWCN
- Internal analysis, such as research and analytics
- Record keeping
- Reporting to applicable government agencies as required by law
- Surveys, metrics, and other internal analytical purposes
- Other purposes related to the fundraising operations

We do not publish, sell, trade, or rent donor data. We may use available information to supplement the Contact Data Base to improve the information we use to drive our fundraising efforts. We may allow donors the option to have their name publicly associated with their donation unless otherwise requested as part of the online donation process. We use data gathered for payment processors and other service providers only for the purposes described in this policy.

Financial information

It is our internal policy to limit access to financial information to professional staff and volunteers who need to process that information for the purposes described above. Personal financial information is not sold to or traded with other parties.

We use partners to provide online payment processing services. The privacy policies of these organizations are presented to donors as part of the donation process. If donors pay by credit card, we do not store credit card information, bank account numbers, or other financial account data sent directly to those processing services.