



## **PRIVACY POLICY**

The content of this document is the policy of NOCO Humane. NOCO Humane maintains the highest level of respect for the privacy of its donors. In furtherance of our commitment to honor your rights, we have developed this Donor Privacy Policy to guide our staff and volunteers on how they may and may not use your personal information.

Contributions from individual donors, corporations and foundations make up a large part of NOCO Humane's base of support. Our relationship with our contributors is of the highest priority as we strive to uphold our mission to promote and provide the responsible treatment of animals.

### **DONOR INFORMATION WE COLLECT**

We use personal information received from donors for the purposes of processing payments and communicating with donors about NOCO Humane as well as conducting the fundraising and other operations of NOCO Humane. This information may include name, amount donated, address, telephone number, donor comments, e-mail address, and any other information provided to us by the donor ("Donor Data"). For donations by check, Donor Data also includes the data visible on the check.

Donor Information may include:

- Contact information such as name, address, telephone number and email address
- Giving information
- Information on events attended, publications received and special requests for program information
- Information provided by the donor in the form of comments and suggestions

This confidential information is kept on file for IRS purposes. It is also used to analyze overall engagement with our organization in order to aid budget projections, to understand donors' interests in our mission, and to update them on our plans and activities. This information is shared with staff, board members, volunteers and consultants, but only on a confidential and need-to-know basis.

### **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.

We use partners to provide online payment processing services. Usually, the privacy policies of these organizations will be presented to you on their respective websites and typically also as part of your donation process. If you pay by credit card, we do not store your credit card information, bank account numbers, or other financial account data sent directly to those processing services.

It is the policy of NOCO Humane to process all gifts within two business days. Until processing is complete, gift information is kept in a safe, providing a high level of security and confidentiality.

## **DONOR LIST**

NOCO Humane does not sell, rent, trade or share its donor list with any other organization.

## **PAYMENT PROCESSORS AND OTHER SERVICE PROVIDERS**

Payment processors allow donors to give electronically using a payment services account, a credit card, or other payment method. These processors collect certain information from donors, and you should consult their privacy policies to determine their practices.

To provide donors the best possible experience, we work with service providers and may share Donor Data and other information with, or have it transmitted through, them. Such service providers include, for example, organizations that help non-profit organizations with fundraising.

We will not share your opt-in to an SMS campaign with any third party for purposes unrelated to providing you with the services of that campaign. We may share your Personal Data, including your SMS opt-in or consent status, with third parties that help us provide our messaging services, including but not limited to platform providers, phone companies, and any other vendors who assist us in the delivery of text messages.

## **SECURITY**

We are committed to protecting donor personal information from unauthorized access, alteration, disclosure, or destruction. Among other things, we undertake a range of security practices, including measures to help secure web access to sensitive data and undertake efforts to address security vulnerabilities for various tools and databases.

This policy does not prohibit contact by a non-NOCO Humane individual or group voluntarily soliciting on behalf of NOCO Humane, even if the person being contacted has requested to be placed on the "do not contact list."

NOCO Humane will maintain an electronic record of all requests for discontinuance of contacts, effective with the adoption of this policy by NOCO Humane's board of directors. Oral requests will be noted in writing by the staff of NOCO Humane and then permanently recorded in the electronic donor database. The records of persons who have made such a request will be maintained by NOCO Humane to the extent necessary for legal or liability purposes.

## **USE OF "COOKIES"**

Our Site may use cookies to enhance your experience while using our Site. Cookies are pieces of information that some Web sites transfer to the computer that is browsing that Web site and are used for record-keeping purposes at many Web sites. Use of cookies makes Web-surfing easier by performing certain functions such as saving your passwords, your personal preferences regarding your use of the particular Web site and to make sure you don't see the same ad repeatedly. Many consider the use of cookies to be an industry standard.

Your browser is probably set to accept cookies. However, if you would prefer not to receive cookies, you can alter the configuration of your browser to refuse cookies. If you choose to have your browser refuse cookies, it is possible that some areas of our Site will not function properly when you view them.

## **CONTACT US**

It is the policy of NOCO Humane to communicate with donors according to their expressed preferences whenever possible. You can change your mailing preferences at any time by contacting us at the email or phone number below.

Upon a person's (or a person's authorized representative's) request that NOCO Humane discontinue further contacts, the person's name and address will be promptly modified in NOCO Humane's donor database to ensure that no further contact is made with the person. NOCO Humane will also take steps to ensure that no further contact is made with the individual and that the person's name is removed from any external databases or records under NOCO Humane's control. You may still receive one or two mailings, as some of our mailing lists are sent to our direct mail marketing provider months in advance. We apologize for this inconvenience.

If you have questions about this Donor Privacy Policy, requests about the status and correctness of your donor data, or wish to update your mailing preferences, please email [development@nocohumane.org](mailto:development@nocohumane.org), call 970-530-2947, or write to:

NOCO Humane  
Attn: Development  
3501 E 71<sup>st</sup> St  
Loveland, Colorado 80538

If you want to make a donation by check, you may send it to the above address.

Note: donations by check are processed directly at our offices in Loveland, Colorado.

## **DONOR BILL OF RIGHTS**

We support the Donor Bill of Rights.

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgment and recognition.
6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization, may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

The text of the Donor Bill of Rights statement in its entirety was developed by the Association of Fundraising Professionals (AFP), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), and the Giving Institute: Leading Consultants to NonProfits.

## **ABOUT NOCO HUMANE**

Founded in 1969, NOCO Humane promotes and provides the responsible care and treatment of animals. As an open door shelter, we believe all animals deserve a safe place to go for shelter and care, and we strive to meet the needs of our community within our capacity for care. Through quality adoptions, veterinary services, humane education, and Animal Protection and Control services, NOCO Humane cares for more than 10,000 domestic and barnyard animals each year. NOCO Humane is an independent, non-government, non-profit organization, and is not a part of any national humane organizations. For more information, please visit [nocohumane.org](http://nocohumane.org).