



SUNSHINE SERVICES

DONOR PRIVACY POLICY

Sunshine Services is committed to respecting the privacy of our donors. We have developed this Donor Privacy Policy to ensure that donor information is handled with the highest level of security and confidentiality.

Information Collected

We collect and maintain the following types of donor information when voluntarily provided:

- Contact information such as name, address, telephone number, and email address.
- Donation information, including amounts given, date of donation, and payment details.
- Communications preferences and interactions with Sunshine Services.
- Requests for specific donation allocations or restrictions.

How We Use Donor Information

Sunshine Services uses donor information to:

- Process donations and provide receipts.
- Acknowledge and recognize donations.
- Inform donors about upcoming events, fundraising campaigns, and organizational updates.
- Maintain records for legal and accounting purposes.

Sharing and Security of Donor Information

- Sunshine Services does not sell, rent, or trade donor information to any third parties.
- Donor information is shared only with staff, board members, and designated volunteers on a need-to-know basis.
- Donors who wish to remain anonymous may request that their name and donation details not be publicly disclosed.
- Sunshine Services employs industry-standard security measures to protect donor data from unauthorized access, disclosure, or misuse.



Third-Party Payment Processors

Sunshine Services utilizes third-party payment processors for online donations. These vendors are required to adhere to industry security standards, including encryption and secure data storage, to protect donor financial information.

Data Retention

- Sunshine Services retains donor information for as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, and maintain historical records.
- Donors may request the deletion of their personal information, subject to Sunshine Services' legal and accounting requirements.

Donor Rights

Donors have the right to:

- Review their personal information on record.
- Request corrections or updates to their information.
- Opt out of receiving fundraising or marketing communications.
- Request that their donation be made anonymously.
- Receive prompt acknowledgment of their contributions.

Opt-Out and Consent

- Donors may opt out of receiving communications from Sunshine Services at any time by contacting us directly.
- Donors may specify communication preferences, including preferred methods of contact and topics of interest.
- By making a donation, donors consent to the collection and use of their information as outlined in this policy.

Changes to This Policy

Sunshine Services reserves the right to update or modify this Donor Privacy Policy at any time. Any significant changes will be communicated through our website or direct communication with donors.

Contact Us

For questions or concerns about this policy or to update your donor preferences, please contact us at giving@sunshineknox.org.