



## **Donor Privacy Policy**

**Effective Date: January 15, 2025**

Wings of Hope values the trust you place in us when making a donation. We are committed to safeguarding your privacy and ensuring your personal information is handled with care. This Donor Privacy Policy outlines how we collect, use, store, and protect your information when you donate to our organization.

### **1. Information We Collect**

When you make a donation, we collect certain personal information to process your donation and provide you with receipts or acknowledgments. The types of personal information we may collect include:

- Name
- Address
- Email address
- Phone number
- Donation amount and payment information (e.g., credit card number)
- Other information necessary for processing your donation

### **2. How We Use Your Information**

We use your personal information for the following purposes:

- To process and acknowledge your donation
- To send receipts and tax-related documents
- To communicate with you about our programs, events, and campaigns (if you have opted-in for communication)
- To comply with legal requirements, such as reporting charitable contributions
- To improve our services and donor experience

We do not sell, rent, or trade your personal information to third parties.

### **3. Sharing Your Information**

We do not share, sell, or rent your personal information to any other organizations or third parties. Your privacy is important to us, and we ensure that your personal information is used solely for the purposes outlined in this policy.

We may share your information only with trusted third-party service providers who assist us in processing donations or fulfilling our administrative obligations. These service providers are contractually obligated to protect your privacy and use your information only for purposes related to our operations.

In rare cases, we may be required to disclose your information to comply with legal obligations, such as in response to a subpoena or court order.

#### **4. Security of Your Information**

We take the security of your personal information seriously. We implement industry-standard security measures to protect your data from unauthorized access, disclosure, alteration, or destruction. This includes encryption of sensitive information and secure storage systems.

#### **5. Your Choices**

- **Opting out of Communications:** If you no longer wish to receive communications from us, you may unsubscribe from our email lists at any time by following the "unsubscribe" instructions included in our emails or by contacting us directly.
- **Accessing and Updating Your Information:** You have the right to access and update your personal information. If you believe any information we hold about you is incorrect, please contact us to request corrections.

#### **6. Data Retention**

We retain your personal information for as long as necessary to fulfill the purposes outlined in this privacy policy and to comply with legal, accounting, and reporting requirements.

#### **7. Changes to This Policy**

We may update this Donor Privacy Policy from time to time. When we make changes, we will post the updated policy on our website with the new effective date. We encourage you to review this policy periodically.

#### **8. Contact Us**

If you have any questions or concerns about this Donor Privacy Policy or our practices, please contact us at:

Wings of Hope  
18370 Wings of Hope Blvd.  
St. Louis, MO 63005  
(636) 537-1302 or (800) 448-9487  
info@wingsofhope.ngo