

# Donor Privacy Policy for VISTO

At [Non-Profit Food Pantry Name], we are committed to protecting the privacy and confidentiality of our donors. This Donor Privacy Policy outlines how we collect, use, and safeguard your personal information. We respect your right to privacy and appreciate your support in helping us serve our community.

## 1. Information We Collect

We collect personal information when you make a donation to [Non-Profit Food Pantry Name]. This may include:

- **Contact Information:** Name, address, phone number, and email address
- **Donation Information:** The amount, method, and frequency of your donation
- **Payment Information:** Credit card or bank account details (only if you donate through a secured payment system)
- **Communication Preferences:** How you would like to receive updates from us (email, mail, etc.)

## 2. How We Use Your Information

We use the information you provide to:

- Process your donations and issue receipts
- Send you tax acknowledgment letters and other required documentation
- Communicate with you regarding updates, events, or activities related to [Non-Profit Food Pantry Name]
- Improve our services and outreach efforts
- Send you thank-you messages for your support and donations

## 3. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information with trusted service providers who assist us in carrying out our operations (e.g., payment processors or IT service providers), but only to the extent necessary for them to perform their services. These service providers are required to protect your information and comply with privacy laws.

We may also share your information as required by law or in the event of legal processes (e.g., in response to a subpoena).

## 4. Donor Recognition

We may acknowledge and recognize your donations in our annual reports, on our website, or in other promotional materials. If you prefer to remain anonymous, please inform us when making your donation, and we will ensure your privacy is respected.

## **5. Security of Your Information**

We take appropriate physical, technical, and administrative measures to protect the personal information you provide from unauthorized access, loss, misuse, or disclosure. We use secure payment systems for all online transactions and adhere to industry standards for data protection.

## **6. Your Rights and Choices**

You have the right to:

- **Opt-Out of Communications:** You may unsubscribe from our newsletters or other communications at any time by following the instructions in the email or contacting us directly.
- **Access and Update Your Information:** You may request to view or update the personal information we have on file for you.
- **Request Deletion of Your Information:** If you no longer wish to be contacted or would like your personal information to be removed from our records, please contact us, and we will honor your request.

## **7. Cookies and Tracking**

We may use cookies and tracking technologies on our website to improve user experience and track website usage for analytics purposes. These tools do not collect personal information but may capture anonymous data about your browsing habits.

## **8. Changes to This Policy**

We may update this Donor Privacy Policy periodically to reflect changes in our practices, technology, or legal requirements. When updates are made, we will post the revised policy on our website, and the "Last Updated" date at the top of this page will be updated.

## **Contact Information:**

For questions or concerns about this policy or if you wish to exercise any of your rights, please contact:

VISTO's Executive Director  
ed@vistohelps.com  
940-668-6403

**Acknowledgment:**

By engaging with VISTO, all employees, volunteers, and stakeholders acknowledge their understanding and acceptance of this Whistleblower Policy.

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This policy aims to foster an environment of transparency and accountability within VISTO. Thank you for your commitment to ethical conduct and the welfare of our community.