



Community Services Agency Donor Privacy Statement and Policies

The following Confidentiality and Privacy Policies and Procedures formally documents our policies for ensuring the privacy and confidentiality of information that the CSA utilizes in carrying out its development activities.

Donor Privacy Statement

Community Services Agency (CSA) respects the privacy of our donors. We protect personal information. We do not rent, sell or trade our mailing lists. Name, address and other information provided by a donor will be used appropriately to provide information for agency activities including fundraising needs, special events, and to acknowledge donations. If at any time a donor wishes to be removed from any of our communications they can do so by contacting us by phone at 650.968.0836, extension 115 or via email at agrossman@csacares.org, and we will gladly accommodate the request.

Donors are provided with an opportunity to be anonymous. Donors who request anonymity, either for gifts or for themselves, will be publicly acknowledged as "anonymous."

Professional Standards and Privacy Practices

All staff and volunteers working to raise funds on behalf of CSA will abide by our Donor Privacy Statement and the "Donor Bill of Rights" created by the American Association of Fund Raising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), the Association of Fundraising Professionals (AFP), and the Council for Advancement and Support of Education (CASE).

The **Donor Bill of Rights** is as follows:

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 ensure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the nonprofit organizations and causes they are asked to support, we declare that all donors have these rights:

- I. 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.
- II. 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.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the

extent provided by law.

VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.