

## Lakes Center for Youth and Families Donor Privacy Policy

Lakes Center for Youth and Families (LC4YF) values and is committed to respecting the privacy of our donors. This Donor Privacy Policy describes how LC4YF collects, uses, and shares personal information that it receives about donors when receiving and processing donations or otherwise facilitating LC4YF fundraising or donation activities (collectively, “Donor Services”).

### The Types of Personal Information LC4YF Collects About Our Donors

When providing Donor Services, LC4YF collects and maintains personal information about our donors. For the purposes of this Donor Privacy Policy, “personal information” means any information that identifies or can be used to contact a particular individual. These types of personal information LC4YF collects about our donors may include:

- Identity information: First name, last name
- Contact information: Physical address, email address, and phone number
- Financial Data: Payment card details, bank account details, or other payment information
- Transactional Data: Details about events donors have attended, amounts and number of donations made, gifts or other merchandise donors have received or purchased from LC4YF
- Unique Donation Data: Details about donors stock holdings if stocks are donated, information about donor’s donor advised fund

### LC4YF may collect this information when donors:

- Make a contribution through its website, mobile applications, at a special event, over the phone, by mail or email, or through a third-party affiliate
- Provide the information to a third party who is facilitating the donors contribution to LC4YF, whether that third party is a website operator (such as GIVMN or PayPal), a community foundation, a physical donation site, or a service that otherwise facilitates donations to LC4YF.
- Sign up to receive emails or other communications related to the Donor Services
- Communicate with LC4YF directly or through its professional fundraisers, agents, or volunteers by phone, mail, email, or in person.
- Make public comments, post to, submit information, or participate in polls on LC4YF’s website, mobile applications, or social media pages.
- Otherwise directly provide the information to LC4YF or allow LC4YF to collect the information directly from donors. LC4YF also collects personal information about donors from third party organizations (as described further below) who may have obtained the information through means outside of LC4YF’s control.
- LC4YF may also receive personal information on donors from third parties who collect or aggregate such information from publicly-available sources.

### How LC4YF Uses Donors’ Personal Information

LC4YF collects and maintains donor’s personal information in order to:

- Establish a relationship and communicate with donors about LC4YF, our programs, special events, and funding needs
- Learn about our donors and what matters to them, as well as recognize donors for their contributions
- Process donations and event registration and issue tax receipts
- Comply with applicable laws and regulations, including reporting requirements
- Engage in fundraising, and plan future fundraising activities, events, and services
- Create and engage in digital and non-digital marketing efforts, including development and implementation of advertising campaigns (whether through social media, online, or offline)

- Analyze giving patterns and statistics, as well as create strategies and modeling to help future fundraising
- Solicit feedback from our donors by conducting surveys or other reviews

When using the Donor Services, donors may be directed to a third-party site for the purposes of processing donations or other transactions, including the processing of any payment or bank account information. Donors should review such third party's privacy policy and terms of service.

### **How Donors' Personal Information May be Shared or Disclosed**

Except as set forth in this Policy, LC4YF does not rent or sell the names, mailing addresses, email addresses, or telephone numbers of our donors or former donors with other organizations or individuals.

LC4YF does hire third-party contractors, vendors and service providers ("Service Providers") to assist LC4YF with the collection, management, storage or processing of donor information, processing of donor payments, making and answering donor calls, and for other donor-communication services, and digital and non-digital marketing efforts, and in such instances may share donors' personal information with our Service Providers. In every case, these Service Providers are prohibited from retaining donors' personal information or using it for any purpose other than that specified by LC4YF or as necessary to perform the applicable services for LC4YF or on LC4YF's behalf.

LC4YF may recognize donors' contributions by publicizing the donor's name and contribution-related information through various media. LC4YF also may share donors' personal information with our board Donors, staff, volunteers and professionals, and with any affiliate organizations, on a need-to-know basis for business purposes.

LC4YF reserves the right to disclose donors' personal information as necessary to comply with a subpoena or investigative demand, court order, request for cooperation from law enforcement or other governmental agency, to exercise LC4YF's legal rights, to defend against legal claims, or as otherwise required by law. LC4YF may also share or disclose donors' personal information to buyers or other successors in interest prior to or in the event of a restructuring, reorganization, dissolution, merger, acquisition, divestiture, or other sale or transfer of some or all of LC4YF's assets, whether as a going concern or as a part of bankruptcy, liquidation, or similar proceeding, where the information is among the assets being transferred.

### **Discontinuing Contact Upon Request**

It is the policy of LC4YF to discontinue contacting any person upon such person's oral or written request to LC4YF, our professional fundraisers, or other agents. LC4YF shall maintain a record of all requests by persons who indicate to LC4YF, our professional fundraisers, or other agents that they do not wish to be contacted by or on behalf of LC4YF. When a "discontinue contact" request is received, LC4YF will remove the requestor's name and address from our solicitation (including mailing) lists and take other reasonable steps to ensure the donor does not receive future promotional communications. From time to time, however, LC4YF does solicit donations from donors or other groups using lists LC4YF does not possess or control.

This policy does not prohibit contact by LC4YF that is solicited by a person or a person's representative, even if the person or the person's representative has requested LC4YF discontinue contact. Contact by LC4YF that is solicited by a person who has previously requested that LC4YF discontinue contact shall be limited to providing a direct response to the person's inquiry and shall not affect the person's previous request to discontinue contact.

### **Compliance with Laws and Standards**

In our fundraising practices, LC4YF complies with the laws and regulations of the Internal Revenue Service, the Communications Act, the policies of the Corporation for Public Broadcasting, the laws of the State of Minnesota, and the regulations of the United States Postal Service.

## **Children's Privacy**

The Donor Services are not directed at, or intended for use by, children under the age of 13 years. Accordingly, LC4YF does not knowingly collect personal information from children under age 13 in connection with the Donor Services.

## **Other Choices Regarding Donor Information**

Donors may contact LC4YF at the "Contact Us" details below to update their information or confirm their information is accurate. Donors can also exercise the following options:

- TO OPT OUT OF MAIL OR TELEPHONE REQUESTS FOR CONTRIBUTIONS, donors may contact LC4YF at 651-464-3685 or send an email message to [receptionist@lc4yf.org](mailto:receptionist@lc4yf.org).
- TO OPT OUT OF E-MAIL REQUESTS FOR CONTRIBUTIONS, Donors can use the "Unsubscribe" link which appears at the bottom of each message, or send an email message to [receptionist@lc4yf.org](mailto:receptionist@lc4yf.org), or call 651-464-3685.

## **Changes to this Donor Privacy Policy**

Please note that LC4YF may change this Donor Privacy Policy from time to time. LC4YF will post changes to the Donor Privacy Policy on our website(s) and update the "Last Updated" date at the top of this document. Continued use of the Donor Services after any changes is deemed to be acceptance of those changes. We encourage Donors to check the Donor Privacy Policy periodically for updates.

**Updated 7/27/2021**