



DONOR PRIVACY POLICY



DONOR PRIVACY POLICY



POLICY NO : SHF-POL-011
VERSION : 1.0

Prepared By:

I.Thuvaraka
Program Officer

Reviewed and Approved by:

G.Razeena Sallay
Chairperson

DATE OF NEXT REVIEW: 2024.12.16
COPYRIGHT © 2024 ALL RIGHTS RESERVED

CONTENT.

01.	Introduction	01
02.	Policy Statement	01
03.	Policy Objectives	01
04.	Definition of Terms	01
05.	Principles of Donor Privacy	02
06.	Roles and Responsibilities	02
07.	Policy Provisions	03
08.	Reporting Procedures	04
09.	Sanctions	04
10.	Policy Review	04

INTRODUCTION .

Serving Humanity Foundation (SHF) is committed to maintaining the trust and confidence of its donors. SHF respects the privacy of its donors and is dedicated to ensuring that all donor information is handled with the highest level of confidentiality and security.

This Donor Privacy Policy outlines how SHF collects, uses, and protects the personal information of its donors and establishes clear guidelines for how donor information is managed.

This policy applies to all SHF staff, volunteers, contractors, and partners who have access to donor information.

POLICY STATEMENT .

A

SHF is committed to protecting the privacy of its donors and ensuring that their personal information is used in accordance with their preferences and in compliance with data protection laws.

B

SHF will not sell, share, or trade donor information with any third parties without the explicit consent of the donor, except where required by law.

C

SHF will implement appropriate measures to ensure the security of donor information, preventing unauthorized access, disclosure, or loss of data.

POLICY OBJECTIVES .

The objectives of this policy are:

A

To ensure that SHF collects, uses, and protects donor information in a transparent and secure manner.

B

To outline the types of donor information that SHF collects and how this information is used.

C

To provide donors with clear guidelines on their rights regarding the collection, use, and storage of their personal information.

D

To establish procedures for safeguarding donor data and ensuring compliance with applicable privacy laws and regulations.

DEFINITION OF TERMS .

DONOR

Any individual, organization, or entity that contributes financial or in-kind support to SHF.

PERSONAL INFORMATION

Any information that can be used to identify a donor, including but not limited to name, address, email, phone number, donation amount, and payment details.

DATA PROTECTION LAWS

Local and international laws that govern the collection, storage, and use of personal information, including GDPR (General Data Protection Regulation) and other relevant privacy laws.

CONSENT

The explicit permission given by a donor for SHF to collect, use, or disclose their personal information.

PRINCIPLES OF THE COMPLAINTS POLICY.

The following principles guide SHF's approach to donor privacy

TRANSPARENCY

SHF will inform donors about how their personal information will be collected, used, and stored at the time of donation.

SECURITY

SHF will implement technical and organizational measures to protect donor information from unauthorized access, loss, or misuse.

CONFIDENTIALITY

SHF will treat all donor information as confidential and ensure that it is only accessible to authorized individuals within the organization.

DONOR RIGHTS

SHF will ensure that donors can access, update, or request the deletion of their personal information at any time.

ROLES AND RESPONSIBILITIES.

BOARD OF DIRECTORS

- Ensure that SHF's practices align with this Donor Privacy Policy and that donor information is handled with care and confidentiality.
- Oversee compliance with applicable data protection laws and approve necessary updates to the policy.

FINANCE AND FUNDRAISING TEAMS

- Ensure that donor information is collected, recorded, and processed in line with this policy.
- Maintain secure records of donations and financial transactions to protect donor information from unauthorized access.
- Communicate with donors about how their data will be used and ensure that any requests for data access or deletion are promptly addressed.

CEO

- Ensure that all departments involved in collecting or processing donor information comply with the Donor Privacy Policy.
- Provide leadership in safeguarding donor information and responding to any data breaches or concerns raised by donors.

DATA PROTECTION OFFICER

- Monitor compliance with data protection laws and SHF's privacy practices, including ensuring that donor information is collected and processed lawfully.
- Provide training to staff and volunteers on how to handle donor information in accordance with this policy.
- Investigate any incidents involving donor data breaches and take appropriate corrective action.

STAFF AND VOLUNTEERS

- Handle donor information with confidentiality and in compliance with SHF's privacy practices.
- Report any concerns about unauthorized access or misuse of donor data to the Data Protection Officer.

POLICY PROVISIONS.

COLLECTION OF DONOR INFORMATION

SHF collects personal information that donors provide voluntarily, including their name, contact information, payment details, and donation preferences. This information is collected when donors make a donation, sign up for communications, or attend SHF events.

SHF may also collect information about a donor's interaction with SHF's website, including IP addresses and browsing activity, to enhance user experience

USE OF DONOR INFORMATION

SHF will use donor information for the purposes of processing donations, issuing tax receipts, providing updates on SHF's activities, and thanking donors for their contributions.

SHF may use donor information to analyze donation trends and improve fundraising efforts, but this data will be anonymized and aggregated where possible.

Donor information will not be sold, rented, or shared with third parties, except as required by law or with the donor's explicit consent.

SECURITY OF DONOR INFORMATION

SHF will implement appropriate technical and organizational measures to protect donor information from unauthorized access, loss, or misuse.

Access to donor information will be restricted to authorized individuals, and all donor information will be stored securely in SHF's database, protected by encryption and other security measures.

SHF will conduct regular security audits to ensure that donor information is being handled in accordance with best practices and applicable laws.

DONOR COMMUNICATION PREFERENCES

SHF will honor donors' preferences regarding communication, including the frequency and type of information they wish to receive. Donors can opt out of receiving communications at any time by contacting SHF.

SHF will provide donors with clear instructions on how to update their personal information or adjust their communication preferences.

DONOR RIGHTS

Donors have the right to access, update, or request the deletion of their personal information from SHF's records.

Donors can request information about how their data has been used and can withdraw their consent for the use of their personal information at any time.

REPORTING PROCEDURES .

DATA BREACHES

- In the event of a data breach that compromises donor information, SHF will notify the affected donors and take immediate steps to mitigate the impact of the breach. SHF will also report the breach to the relevant data protection authorities in accordance with applicable laws.

DONOR INQUIRIES

- Donors who have questions or concerns about the handling of their personal information can contact SHF's Data Protection Officer. SHF will respond to inquiries in a timely manner and take appropriate action to address any concerns.



DISCIPLINARY ACTIONS

- Any employee, volunteer, or partner found to be in violation of this Donor Privacy Policy or to have misused donor information will face disciplinary actions, which may include suspension, termination of employment, or termination of partnerships.

LEGAL CONSEQUENCES

- SHF reserves the right to take legal action against any individual or entity that compromises donor privacy or violates data protection laws.

POLICY REVIEW .

A

This policy will be reviewed every two years or as necessary to reflect changes in data protection regulations, best practices, and SHF's operational needs.

B

The Data Protection Officer, in collaboration with senior management, will conduct the review and recommend any necessary revisions to the Board of Directors.



Team Humanity

Abdul Majeed Road, Kinniya-04, Trincomalee, Sri Lanka
Email shfsrilanka@gmail.com | Phone **+94 2631 25893**