



## Donor Privacy Statement

### Donor Privacy Policy

Boys & Girls Clubs of Middle Tennessee (BGCMT) values the privacy of our donors and consumers. BGCMT will make the best effort to protect the privacy of our donors. We hold all donor information in strict confidence and will not sell any donor information to any other organization.

BGCMT will only use your information to contact you regarding your donation, update you on our progress and happenings, and inform you of any upcoming BGCMT related events or fundraising campaigns. Your name and personal contact information will be taken off any and all internal lists if a written request is provided.

This Privacy Policy explains our practices regarding the collection of information that can personally identify you and/or your organization, and the choices you can make about the way your information is collected and used.

### Personal Information Collected

BGCMT collects and stores contact information from individuals as it is knowingly provided to us, including email addresses. BGCMT does not distribute personal information or email addresses to third parties. **We will never publish, sell, trade, rent, or share names (unless released for our publication), email addresses, mail addresses, or telephone numbers of our donors.** We use this information to contact individuals via email and mail with items that might be of interest, including upcoming events and trainings, new publications, or other resources. You may choose at any time not to provide personally identifiable information, although this may restrict our ability to provide requested services or information. You have the option of not being publicly associated with your donation by choosing to remain “anonymous” when making a contribution.

All access to donor information is strictly limited to BGCMT staff and consultants who need to process the data. No unnecessary person, group, or organization will need to or be permitted to access such data. BGCMT will not use your information to contact you on behalf of another organization.

The following are examples of personally identifiable information, collected offline and online, that you may volunteer to provide and examples of how we use such information.

- **Email Addresses** - BGCMT collects email addresses from those that submit a donation, purchase a ticket, register for events, or subscribe to emails. BGCMT may use your email address to send you emails from BGCMT, including marketing emails from BGCMT, organization updates, or email newsletters. BGCMT does not distribute email addresses to third parties.
- **Mailing Addresses** - BGCMT collects mailing addresses of those that give donations, register for events or purchase items. BGCMT may send newsletters, brochures, appeals or other promotional items.
- **Phone Numbers** - BGCMT collects phone numbers of those that give donations, register for events or purchase items. BGCMT may contact you regarding your donation, to express our gratitude, or to share with details of a current event and/or happening.
- **Cookies** - Many websites, including BGCMT.org, WineDownMainStreet.com, and SteakAndBurgerDinner.com, use cookies, pieces of numeric data stored on your computer so that we can identify when you return to our website. BGCMT can only "read" cookies that are placed on your computer from our own website. Usage of cookies is not linked to any personally identifiable information. You can select to disable cookies by changing your browser settings. If you choose to disable cookies in your browser, you will be able to access portions of our website content.

### **Financial Data Security**

BGCMT does not disclose credit card account information provided by its donors and ticket purchasers. When donors and customers choose to pay by credit card, BGCMT submits this information directly to a secure credit card processor.

### **Choice to Opt Out**

BGCMT provides all donors and customers the opportunity to opt out of having your personal information used for certain purposes. If you no longer wish to receive promotional communications, you may opt out of receiving such communications by contacting Jennifer Wheeler at [jwheeler@bgcmt.org](mailto:jwheeler@bgcmt.org) or 615.986.6804.

### **Donor Bill of Rights**

BGCMT also adheres to the Association of Fundraising Professionals' Donor Bill of Rights, as indicated below:

- 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.

## **Refund Policy**

### **Reasons Why a Donation and/or Purchase May Be Refunded**

BGCMT has every intention to keep donors and consumers happy by providing quality customer service, events and care. To promote satisfaction, BGCMT reserves the right to reverse a donation, pledge payment, ticket purchase or membership fee, including but not limited to the following:

- If the donation, ticket purchase amount and/or membership fee is incorrectly processed. The adjusted difference will be refunded;
- If the Chief Development Officer, Chief Financial Officer and/or President & CEO confirm there is a valid reason for the refund;
- In order to comply with credit card industry rules, ACH industry rules, U.S. law, and requests from verified US judiciary or law enforcement agents; or
- For any other reason BGCMT deems appropriate.

### **Special Events Refund Policy**

BGCMT special event tickets are nonrefundable. If an event is completely cancelled for any reason, you will receive a full refund of your ticket price minus processing fees. However, BGCMT does not allow refunds for any other reasons.

### **Processing Fees**

In event of a refund authorization, donations processed and/or tickets purchased via Authorize.net, LocalWineEvents.com, BGCMT.org, SquareUp.com, Eventbrite.com or any other

an online payment processing services for BGCMT and donations/ticket purchases processed via phone or in person through BGCMT are subject to a non-refundable per order processing fee. These fees help to cover the processing cost of providing internet ticket services. BGCMT is a non-profit organization.

## **Cancellation Policy**

### **Pledge Payments and/or Recurring Gifts**

A donor may cancel a recurring donation/pledge payment cycle at any time by:

- 1) Submitting a letter with official notice of cancellation.
- 2) Placing a phone call to the Development & External Affairs Office and requesting a cancellation of future donations.

**\*Note\*** A cancellation means that no future donations are charged to the donor's credit card, debit card or checking account. The cancellation of a recurring billing product does not generate a refund of any past donations. It will only stop any future donations.

### **Special Event Ticket Purchases**

All special event tickets are rain or shine and are final; no refunds or exchanges. Valid ID is required at the door for all 21+ events. Any promotional or discount codes must be requested at the time of purchase and cannot be applied retroactively. All orders are subject to credit card approval and billing address verification.

## **Contact**

If you have questions or concerns about this cancellation policy, refund policy, privacy policy, donor bill of rights or in general, please contact Jennifer Wheeler at [jwheeler@bgcmt.org](mailto:jwheeler@bgcmt.org) or 615.983.6804.