

## Donor Privacy Policy

Tender Care is committed to respecting the privacy of our donors. This policy is designed to ensure our donors that donor information will not be shared with a third party.

**Awareness:** Tender Care provides this Donor Privacy Policy to make donors aware of our privacy policy and to inform them of the way their information is used. Donors have the opportunity to remove their names from our mailing list if desired.

### **Information Collected:**

Tender Care collects and maintains the following types of donor information:

- Contact information including name, organization/church, address, phone number, email address;
- Payment information including credit card number and expiration date, and billing information;
- Shipping information such as name, organization/church, complete address;
- Information concerning how you heard about Tender Care;
- Information you wish to share such as questions, comments, suggestions; and
- Your request to receive or not receive periodic updates such as monthly newsletters or specific fund-raising appeals, prayer concerns or other communications.

**How Information is Used:** Tender Care uses your information to understand your needs and provide you with better service. Specifically, we use your information to help you complete a transaction, communicate back to you, and update you on ministry happenings. Credit card numbers are used only for donation or payment processing and are not retained for other purposes. We use the comments you offer to provide you with information requested, and we take seriously each recommendation as to how we might improve communication.

**No Sharing of Personal Information:** Tender Care will not sell, rent, or lease your personal information to other organizations. We assure you that the identity of all our donors will be kept confidential. Use of donor information will be limited to the internal purposes of Tender Care and only to further the ministry activities and purposes of Tender Care.

**Removing Your Name From Our Mailing List:** It is our desire to not send unwanted mail to our donors. Please contact us if you wish to be removed from our mailing list.

**Contact:** If you have comments or questions about our donor privacy policy, please send us an email at [vincent@tendercare.org](mailto:vincent@tendercare.org) or call us at (717) 633-9685.