



Policy & Procedure: Donor Relations A Donor Bill of Rights

Effective Date:

Updated Date: 12/2016

Owner: Development
Director

Page 1 of 2

Requests by donors to remain anonymous, have their names removed from mailing lists, or to restrict appeals will be honored. Information about donors that should be private will not be made public. Donors will not be subject to excessive pressure when solicited for contributions. In addition, a donor's request to be removed from in-house lists for telephone solicitation will be honored. Lastly, a donor's request to have the amount of their gift kept private will be honored. Tender Mercies does not sell or trade mailing lists.

In addition, the agency addresses privacy concerns of donors by

- a. providing in written appeals, at least annually, a means (e.g., such as a check off box) for both new and continuing donors to inform Tender Mercies if they do not want their name and address shared outside the organization, and
- b. providing a clear, prominent and easily accessible privacy policy on any of its websites that tells visitors (i) what information, if any, is being collected about them by Tender Mercies and how this information will be used, (ii) how to contact the organization to review personal information collected and request corrections, (iii) how to inform Tender Mercies (e.g., a check off box) that the visitor does not wish his/her personal information to be shared outside the organization, and (iv) what security measures Tender Mercies has in place to protect personal information.

Tender Mercies follows the Donor Bill of Rights (developed by American Association of Fund Raising Counsel, Association for Healthcare Philanthropy, the Council for Advancement and Support of Education, and the Association of Fundraising Professionals).

A Donor Bill of Rights

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 assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit 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 judgement 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 donations 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.

DEVELOPED BY
AMERICAN ASSOCIATION OF FUND RAISING COUNSEL (AAFRC)
ASSOCIATION FOR HEALTHCARE PHILANTHROPY (AHP)
COUNCIL FOR ADVANCEMENT AND SUPPORT OF EDUCATION (CASE)
ASSOCIATION OF FUNDRAISING PROFESSIONALS (AFP)

ENDORSED BY
(IN FORMATION)
INDEPENDENT SECTOR
NATIONAL CATHOLIC DEVELOPMENT CONFERENCE (NCDC)
NATIONAL COMMITTEE ON PLANNED GIVING (NCPG)
COUNCIL FOR RESOURCE DEVELOPMENT (CRD)
UNITED WAY OF AMERICA

Please help us distribute this widely.