

# Word of Life Fellowship, Inc.

## Donor Privacy Policy

Word of Life Fellowship, Inc. is committed to respecting the privacy of its donors. We have developed this privacy policy to ensure our donor information is held in strict confidence and will not be shared with any third party.

Information that may be collected:

- Contact information: name, organization/church, address, phone number, email;
- Payment information: credit card number with expiration date, and billing information;
- Shipping information: name, organization/church, complete address;
- Information concerning how donor heard about Word of Life Fellowship;
- Information donor may wish to share: questions, comments, suggestions; and
- A new donor will be asked their preferred form of communication.

Word of Life Fellowship, Inc. uses donor information to understand donor needs and provide better service. Specifically, we use donor information to complete a transaction, communicate back to the donor, and update donor on ministry happenings. Credit card numbers are used only for donation or payment processing and are not retained for other purposes. We use donor comments to provide information requested.

Word of Life Fellowship, Inc. will not sell, rent, lease or trade donor personal information with any other entity, nor send mailings to donors on behalf of other organizations. Use of donor information will be limited to the internal purposes of Word of Life Fellowship, Inc. and only to further the ministry activities and purposes of Word of Life Fellowship, Inc.

Donor information collected, like name, address, phone or email, is used to process contributions, communicate with donors, and update them about ministry event and programs.

Word of Life Fellowship, Inc. strives to protect personal information and maintains a strict access protocol to systems that contain sensitive information, in particular donor records. Only those whose job requires it are given access. The Information Technology department monitors who accesses these systems and is aware if anyone not on approved lists attempts access. The approved and limited list of those who have access is closely reviewed and kept up-to-date.

To remove donor name from mailing list – It is never our intention to burden a donor with unwanted communications. To be removed for one or all of our mailing lists please send donor name, address and email to [customerservice@wol.org](mailto:customerservice@wol.org), identifying which mail is no longer desired.

If donor has comments or questions about our Donor Privacy Policy, please send an email to [info@wol.org](mailto:info@wol.org) or call us at (518) 494-6204.

## Philosophy of Fundraising

Believing that when givers and askers work together great things can be done for the glory of God, Word of Life Fellowship, Inc. will clearly and consistently, with integrity and vision, articulate our mission and our needs. We will minister to existing and prospective donors and help them to give by educating them in Biblical stewardship and providing services to those who desire assistance and want to give. We will not beg and we will not manipulate. We will keep donors informed as to how their gifts are being used and the results they are producing. Over and above all, we will trust the results to the Lord.

## The Donors Bill of Rights

- Know how the funds they donate are being spent.
- Know what the programs they support are accomplishing.
- Know that Word of Life Fellowship, Inc. complies with federal, state, and local laws.
- Privacy of Friends and Donors – No personal information will be lent or sold.
- Ability to restrict or designate their gifts to a particular project within Word of Life Fellowship's mission objectives.
- A timely and courteous response to inquiries about finances and programs.
- Visit office and program sites of Word of Life Fellowship, Inc. to talk personally with the staff.
- Give cheerfully without being pressured by Word of Life Fellowship, Inc.
- Obtain a copy of Word of Life Fellowship, Inc.'s most recent audited financial statements and IRS Form 990.
- Know that there is a responsible governing board providing oversight to Word of Life Fellowship, Inc.'s mission.
- Know that all appeals for funds are truthful and accurate.
- In order to be good stewards of the gifts and pledges entrusted to Word of Life Fellowship, Inc. it is our policy that when funds for specified ministry opportunities have been met, any additional funds will be designated toward the next urgent ministry need.