

## **Donor Privacy Policy**

**Donor Privacy Policy** - Transitions Mental Health Services is committed to respecting the privacy of our donors. We created this policy to ensure that as a donor, you know what information we collect and maintain, that their information will not be shared with any third party, and that you can remove your name from our donor list at any time.

**Clients Who Choose to Donate** - Because Transitions is a health services provider, we are required to protect your privacy in our marketing and fundraising activities. If you choose to make a donation, it is in no way connected to your client status. For example, your client status and information about services you receive are not recorded in our Development Office or donor database.

**Information Collected** - Transitions collects and maintains the information listed below.

- Contact Information: your name, address, phone number, email address
- Information you wish to share including questions, comments or suggestions

**Credit Card Payments** - Credit card numbers are used only for donation or payment processing and are not retained for other purposes.

If you choose to make a donation or register for an event using your credit card, Transitions does not maintain your credit card number, expiration date or CSV code in any of our permanent files or records.

**Client Health Information** - No information regarding your status as a current or former client, or services received, will be acknowledged in your thank you letter or receipt or be recorded or maintained as part of our donor database. In addition, agency staff will not personally thank you for your donation unless you have given us your permission to link your gift to your client status.

Transitions does not sell, rent, or lease your personal information to other organizations. All donor information is confidential. Donor information is used only for internal purposes and only to further the mission of Transitions.

If you no longer wish to be on our mailing list, please email [transitions@transmhs.org](mailto:transitions@transmhs.org) or call 309-283-1228. Upon receiving your request, our donor database will be updated to reflect that no further contact should be made.

**Questions** - If you have questions or concerns about our Donor Privacy Policy, please Contact Us here or call 309-283-1206.

